

POSITION DESCRIPTION

Position Title:	Therapeutic Services Manager
Level:	SCHADS Level 7
Location:	SEQ (Arundel, Loganholme, Strathpine)
Employer:	Bravehearts
Terms:	Fulltime
Reports To:	Director of Therapeutic & Support Services

Our Vision

A world where people, communities and systems all work together to protect children from sexual abuse.

Our Mission

To provide a coordinated and holistic approach to the prevention and treatment of child sexual abuse.

Our Values

Integrity: We act with integrity, demonstrate accountability, honesty, and at all times, behave ethically.

Respect: We behave and communicate with inclusivity, mindfulness, and professionalism whilst continually embracing diversity.

Energy: We unreservedly apply ourselves using all efforts, power and abilities towards protecting children from child sexual abuse.

Empathy: We acknowledge the bravery of survivors and those that support them. Without fear or favour, we seek to ensure that children have a childhood free from sexual harm.

Bravery: We seek to genuinely understand other people's experiences, culture and perspectives. In turn, we support individuals and communities in a manner that is meaningful to them.

Purpose of Position:

The role of the Therapeutic Services Manager is to provide inspirational leadership to the Therapeutic Counselling Services teams within Braveheart, including planning and coordination of services, leading the efficient running of the teams, providing regular impact reporting and contractual reporting to the funding body and alignment to the Strategic and Operational Plan of Bravehearts.

Primary Duties and Responsibilities

Manager:

- To provide effective and appropriate leadership to the therapeutic counselling staff (Clinicians, Child and Family Advocates and Students) across three sites, namely Arundel, Loganholme and Strathpine.
- Provide operational supervision to each team member to support them in their role and to ensure that they are achieving their KPIs in line with the funding body contract and providing accurate impact information in line with the Impact Measurement Framework and Theory of Change for Bravehearts.
- Work closely with the Director of Therapeutic and Support Services and the Quality Support Coordinator to maintain our Human Services Quality Framework and NDIS accreditation.
- Ensure that the teams meet the obligations of our funding contracts, complete quarterly reports on P2i and to work closely with our contract managers over the course of each contract.
- Partner as needed with the People and Culture team to manage recruitment and selection needs for the Therapeutic Counselling Services team.
- Oversight of induction and training for all new Therapeutic Counselling Services Staff.
- Oversight of the development of therapeutic and educational modalities, such as support and education groups, to better meet client needs and agency goals.
- Management of new and emerging therapeutic programs in line with the Operational and Strategic Plans of Bravehearts.
- Work collaboratively with other agencies within SEQ and Northern Brisbane, and seek to extend our therapeutic partnerships to better service those impacted by child sexual abuse living in greater SEQ.
- Oversight of Professional Development resource allocation and allowances, for staff of the Therapeutic Counselling Services team.
- Oversight of professional body requirements for therapeutic staff in partnership with the Practice Supervisor and People and Culture.
- Lead a culture of professional self-care in the therapeutic services team; and undertake own self-care.

- Participate in relevant stakeholder network forums across the region, and forge partnership opportunities with other services.
- Manage the Strathpine service outlet in partnership with the Bravehearts Office and building Manager, ensuring that they are physically maintained and appropriate for the services that we deliver.

Accountability:

- Maintain accurate statistical records relevant to the therapeutic counselling services division.
- Develop weekly, monthly and annual reports to the Leadership group and Board in a timely, accurate manner.
- Work closely with the Quality Support Coordinator to maintain operational aspects of HSQF compliance
- Manage the Therapeutic Services Budget in conjunction with the Finance Manager and the Director of Therapeutic & Support Services.
- Manage complaints and grievances as per policy with the support of the Quality Support Coordinator and People and Culture team.
- Ensure Quality Assurance of professional reports to external bodies, such as the Department of Child Safety, Police, General Practitioners and peers.

Other Bravehearts Activities:

- Facilitate presentations to agencies external to Bravehearts, as required.
- Attendance at conferences/meetings/Bravehearts functions, as required.
- Adherence to Workplace Health and Safety policies and legislation
- Adherence to Organisational and program policies and procedures.

Training, Qualifications and Registrations

- Tertiary qualification in psychology, counselling or social work, or other as determined relevant by Bravehearts.
- Registration and/or membership with the governing body of designated profession (for example, PsyBA, ACA, APA).
- Previous experience providing clinical supervision to psychologists, social workers or counsellors.
- Current Working with Children Blue Card.

Delegations of Authority

- Critical Incidents
 - Manage critical incidents that have been elevated to the management level, in accordance with Bravehearts Code of Conduct and Work, Health and Safety Policies.
 - When a critical incident involves a grievance with the manager or is unable to be resolved at the Therapeutic Services Manager level, escalate the matter to the Director of Therapeutic & Support Services.
- Budget Management
 - Oversee the Therapeutic Services budget, to ensure effective service delivery within the organisation's Delegation of Authority.
- Staff Performance
 - Manage staff performance in accordance with Bravehearts Code of Conduct Policy.
 - When staff performance poses a risk to self, staff, clients or Bravehearts, or involves the Therapeutic Services Manager, the Director of Therapeutic & Support Services is to be informed.
 - Seek support and advice on human resource matters from the Director of Therapeutic & Support Services and/or People and Culture.

Key Performance Measures

Manager:

- Feedback via individual staff review process.
- Monitor data relevant to impact measurement reporting and the Bravehearts Theory of Change.
- Feedback from statistical reports to funding bodies and other relevant stakeholders.
- Monthly board reports.
- Annual Impact reporting.
- Achievement of goals set out in performance work plan.
- Working with the Director of Therapeutic and Support Services and the Quality Support Officer in maintaining Humans Services Quality Framework and NDIS accreditation.
- Provide input into funding proposals as required.
- Participation in Bravehearts Management Meetings.

Accountability:

- Achievement of goals set out in the performance work plan concerning job accountabilities, supervision and professional development.

Other Bravehearts Activities:

- Achievement of organisational activities identified.
- Knowledge of and compliance with WHS policies.
- Knowledge of and compliance with policies and procedures.

Key Selection Criteria

Essential:

- Tertiary qualification in psychology, social work or counselling.
- High level of experience in providing trauma-informed counselling skills, including individual, family and group therapy.
- The ability to effectively lead teams across different locations.
- An understanding of the issues of people impacted by childhood sexual abuse and exploitation.
- The ability to develop and maintain strong partnerships with a range of services as relevant to the Therapeutic Services Counselling Department.
- Excellent skills in conflict resolution and mediation.
- The ability to plan and manage time effectively.
- Ability to communicate effectively (written and oral).
- Current Queensland Drivers licence.
- Ability to abide by Bravehearts Code of Conduct.
- An understanding of children protection legislation relevant to service delivery.
- Ability to work well within a team.
- Intermediate use of Microsoft Office suite.
- You embody integrity, wisdom, empathy, courage and a deep respect for every individual, inspiring trust and connection.
- The capacity to work enthusiastically within the parameters of the Bravehearts mission and philosophy, and to its vision for an optimum contribution to the lives of children, young people and adults who have experienced sexual assault, their non-offending families members and primary caregivers.
- Principles of social justice will underpin the appointee's practice.
- Understanding of working within a mandatory reporting practice.
- The right to work in Australia
- QLD Worker Screening test

Desirable:

- Experience and understanding of the issues relating to service delivery with an agency that is committed to socially and culturally inclusive practices is preferable.
- Demonstrated experience working in a community organisation.

I, _____ acknowledge that I have no past or pending convictions or allegations in relation to harming a child or acting inappropriately toward them nor have I ever deliberately harmed a child or acted inappropriately toward them. I will immediately inform my manager of any charges of child sexual assault or interpersonal violence.

I have read, agree and understand my position description. I understand that any inappropriate behaviour towards children on my part may lead to me being stood down from my position, and any prosecution of child sexual assault, or violence towards person, whether at work or not, may lead to immediate termination of employment. I declare that there is no medical or other condition which would stop me from undertaking the duties listed.

Signed: _____

Date: _____