

Position Description

Position Title:	Practice Manager - The Courage Project
Level:	SCHADS – Level 6
Location:	Mackay (Isaac and Whitsunday Regions Included)
Employer:	Bravehearts
Reports to:	Director of Therapeutic and 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.

The Courage Project provides a trauma informed mental health service for children under 14 years old who have and/or are experiencing physical and/or sexual abuse/assault and at risk of self-harm in the Mackay, Whitsunday and Isaac area.

Position Purpose

Reporting to Bravehearts Director of Therapeutic and Supports Services the Practice Manager will oversee the delivery of The Courage Project service with responsibility of daily operational requirements including coordination of the service delivery, management of three (3) team members, team administration and weekly service reporting.

Primary Duties & Responsibilities

Key Responsibilities:

- Lead the delivery of The Courage Project based on the agreed operational plan.
- Provide daily team leadership and support to ensure that the team and office are running efficiently and effectively.
- Develop community education programs that can be delivered to community members, families and local services relating to The Courage Project and working with children and young people affected by child sexual assault and physical violence. This training is to include how to identify and respond to mental health and trauma concerns for children, young people, and families extending Bravehearts current suite of Masterclass training
- Establish Stakeholder forums and cross-agency training sessions.
- Partner with the Director of Therapeutic and Support Services and the National Grants Manager to source additional funding to extend the reach and life of the program.

- Lead the HR requirements including WHS, onboarding, induction, bi-annual performance and development planning, performance management, compliance with HSQF and ensure policies and procedures are adhered to for the service.
- Manage the Intake and referral allocation process for all referrals into the program.
- Coordinate and facilitate team meetings and allocation of clients.
- Oversee and ensure that the RediCASE is up to date for all clients (including client profiles, case plans and counselling notes).
- Participation in, and coordination of, self-care activities in partnership with the Practice Supervisor.
- Contribute to the development, implementation, and review of program and agency policies and procedures.
- Provide regular reports including feedback from statistical reports, funding bodies, and other relevant stakeholders.
- Participate in local network and stakeholder meetings to embed the service into the local community service network and to raise awareness of the program.
- Represent Bravehearts at conferences/meetings/functions as requested by the Director of Therapeutic and Support Services.
- Undertake professional development and supervision.
- Manage health and safety in the workplace and ensure a physically and mentally safe workplace for the organisation, including duress alarm testing and training.
- As a Bravehearts employee, you are considered a mandatory reporter and are required by law to report suspected child abuse and neglect to the relevant authorities.

Team Management:

- Weekly team meeting and regular 1:1 with each team member.
- Support team members to attain their individual key performance indicators.
- Ensure clinicians are up to date with all case plans for each client.
- Ensure clinicians undertake standardised assessments with their clients and enter into RediCASE in a timely fashion.
- Ensure counselling case notes are completed by close of business on the day of the client's session and recorded into the RediCASE.
- Coordinate staff to maintain Outlook Diaries to reflect their client appointments/daily meetings.
- Coordinate and plan outreach visits across the Isaac and Whitsundays Region to meet localised demand and to maintain a consistent presence in these regions.
- Management of PD for all staff.
- Oversight of the team's health and wellbeing.

Key Performance Indicators:

- Meeting the key performance indicators for The Courage Project in line with the NQPHN contract deliverables.
- Provide feedback from statistical reports, funding bodies, and other relevant stakeholders.
- Achievement of goals set in the annual performance work plan.

Delegation of Authority:

- Critical Incidents
 - Manage minor critical incidents, in accordance with Bravehearts Code of Conduct and Work, Health and Safety Policy.
- Staff Performance
 - Work with the Director of Therapeutic and Support Services to manage staff performance in accordance with Bravehearts Code of Conduct policy.
 - Approve timesheets fortnightly.
- Financial Management
 - Work within Bravehearts Delegation of Authority and manage the local finances for the service with support from the Director of Therapeutic and Support Services.

Personal Specifications

Qualifications/Experience:

- Tertiary qualification in psychology, counselling, or social work.
- Proven experience managing and leading teams in the health services sector.
- Registration with professional membership body.
- Eligible for a Medicare Provider Number and Mental Health Accreditation (desirable).
- Current Working with Children Blue Card or AHPRA registration.
- National Police Certificate.

Personal Qualities:

- You will demonstrate personal qualities of integrity, sound judgement, empathy, and respect for individuals.
- 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 and young people who have been affected by Child Sexual Assault, and primary caregivers.
- Principles of social justice will underpin the appointee's practice.

Skills and Abilities:

- A sound understanding of the effects of trauma on the individual, family, interpersonal, and societal level.
- High levels of verbal and written communication, as well as well-defined negotiation and mediation skills.
- Understanding of working within a mandatory reporting practice.
- Proven ability working with children and families within a clinical setting.
- Demonstrated proficiency in working independently within a remote office, while fostering and maintaining robust connections with the broader Bravehearts services network.
- Highly skilled communicator with exceptional listening and comprehension capabilities.
- Exceptional at balancing team needs with organisational goals, fostering growth and ensuring high performance.
- Highly organised with a proven ability to prioritise tasks and meet deadlines efficiently.
- Intermediate use of Microsoft office suite 365 and keyboard skills.

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: _____