

Position Description

Position Title:	Team Leader – The Courage Project
Level:	Social, Community, Home Care and Disability Services Industry Award 2010 Level 6
Location:	Mackay (Isaac and Whitsunday Regions Included)
Employer:	Bravehearts Foundation Limited
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 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.

Bravery: 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.

Our Commitment as a Child Safe Organisation

Bravehearts is unwavering in our commitment to the safety and wellbeing of all children and young people accessing our services. We act without hesitation to ensure the legal rights of all children and vulnerable persons are maintained. Bravehearts is dedicated to fostering a culture where every child is valued, respected, and safe from harm.

Bravehearts Statement of Commitment embodies this through application of our pledge to:

Prioritise the Child	The best interests of children are at the forefront of every decision and action we take.
Cultivate a Safe Culture	We are dedicated to creating and maintaining a child-safe environment characterised by transparency, accountability, and a shared responsibility for protecting children from sexual abuse and exploitation, and abuse and neglect more broadly.
Empower Voices	We actively listen to and amplify the voices of children and young people, ensuring their perspectives shape our policies, programs, and practices.
Act with Vigilance	All Bravehearts personal (National Board, staff, students and volunteers) are mandatory reporters, committed to promptly reporting any concerns about a child's safety to the appropriate authorities, irrespective of age, type of harm or location.
Collaborate for Impact	We operate in a spirit of cooperation and consultation with other relevant agencies in matters concerning child protection. We work in close partnership with families, communities, and other agencies

	to create a network of support that protects and promotes the wellbeing of children.
Strive for Excellence	We are committed to continuous improvement in our child safeguarding practices, regularly reviewing our policies, procedures, and training to ensure they reflect the highest standards.

Position Purpose

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.

Reporting to the Director of Therapeutic and Support Services, the Team Leader will oversee the delivery of The Courage Project service, with responsibility for daily operational requirements including coordination of the service delivery, management of team members, team administration and weekly service reporting.

The Team Leader will also be responsible for their own caseload of approximately 12 clients. It is anticipated that 2 days per week will be focused on Team Leader responsibilities and 3 days on client caseload.

Primary Duties & Responsibilities

Service Delivery of The Courage Project:

- In partnership with Director of Therapeutic and Support Services, manage the delivery of The Courage Project based on the agreed operational plan.
- Provide regular reports to the Director of Therapeutic and Support Services including feedback from statistical reports, funding bodies and other relevant stakeholders.
- 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 abuse 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.
- Participate in Stakeholder forums and cross agency training sessions.
- Represent Bravehearts at conferences/meetings/functions as requested by Director of Therapeutic and Support Services.

Counselling Services:

- Provide professional counselling to children and young people, while also offering support to their non-offending family members within therapeutic frameworks.
- Conduct assessment with clients, maintain accurate records of sessions and provide professional reports as required to external bodies

Team Leadership:

- Provide daily team leadership and support to ensure that the team and office are running efficiently and effectively.
- Support team members to attain their individual key performance indicators.
- Ensure team members undertake standardised assessments with their clients and enter into RediCASE in a timely fashion.
- With support from the Director of Therapeutic and Support Services, manage HR requirements including WHS, onboarding, induction, bi-annual performance and development planning, performance management, compliance with HSQS and ensure policies and procedures are adhered to for the service.
- Coordinate and facilitate team meetings, 1:1s with team members and the allocation of clients.
- Oversee and ensure that the RediCASE is up to date for all clients (including client profiles, case plans and counselling notes).
- Manage health and safety in the workplace and ensure a physically and mentally safe workplace for the organisation, including duress alarm testing and training.
- Monitor team wellbeing and raise any concerns to the Director of Therapeutic and Support Services.

Other Responsibilities:

- Undertake professional development and supervision.
- Participation in, and coordination of, self-care activities in partnership with the Practice Supervisor.

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 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.

Personal Specifications**Qualifications/Experience:**

- Tertiary qualifications in psychology, social work, counselling or related field.
- A minimum of 2 years experience in providing counselling (within the field of trauma is preferred).
- Experience in leading a small team of clinicians, social workers, advocates or similar.
- Registration (or eligibility) and/or membership with governing body of profession (Eg. Psychologists Registration Board of Queensland, Australian Counselling Association, the Australian Association of Social Work, or Queensland Counselling Association).
- Must have or be willing to apply for a Working with Children Check (Blue Card), NDIS Screening Check (Yellow Card) and National Police Certificate.
- Candidates must possess a driver's license.
- An understanding of working within a mandatory reporting framework.
- A sound understanding of the effects of trauma on the individual, family, interpersonal, and societal level
- Experience and understanding of issues relating to service delivery with an agency that is committed to socially and culturally inclusive practices is preferable.

Personal Qualities:

- Respect for privacy and confidentiality.
- Possess personal qualities of integrity, sound judgement, empathy, and respect for individuals.
- The capacity to work enthusiastically within the parameters of the Bravehearts mission, vision and values (Integrity, Respect, Energy, Empathy and Bravery).
- Principles of social justice will underpin the appointee's practice.

Skills and Abilities:

- Exceptional verbal and written communication skills, complemented by strong negotiation and mediation abilities.
- Intermediate use of Microsoft office suite 365 and keyboard skills.

Acknowledgement:

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 and or People and Culture of any new criminal allegations or charges made against me including but not limited to child sexual abuse or interpersonal violence during the course of my employment that would alter the outcome of the original National Police Check.

I have read this position description and acknowledge that I understand my role and responsibilities as outlined in it. I understand that any inappropriate behaviour towards children on my part may

lead to me being stood down from my position, and any prosecution for child sexual abuse or violence towards a 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: _____