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## POSITION DESCRIPTION

### PROGRAM LEADER – SPECIALIST COUNSELLING TEAM

**LOCATION:** Inner Suburbs of Brisbane (close to CBD)

**STATUS:** Full Time (Temporary to 31 Dec 2019)

**DIRECT REPORTS:** Senior Practitioners and Specialist Trauma Counsellors

**REPORTS TO:** Practice Manager

**CLASSIFICATION:** Social Community Home Care Disability Services Award (SCHADS) – Level 7

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**PURPOSE OF THE POSITION:** Through the Vision, Mission and Values of DVConnect the Program Leader is responsible for providing oversight, supervision, mentoring and support to the Specialist Trauma Counselling Team. The position supports the leadership team within MHS - 1800RESPECT to deliver the program and with the support of the DVC Practice Manager, ensures a professional service is delivered within the established national framework. In addition the role participates in the development and delivery of the program, policies, procedures and training, as well as establishing effective working relationships with key stakeholders. The position at times will work within the designated roster providing debriefing to on-shift counselling staff, backfilling Senior Practitioners and be the first point of escalation for any concerns on shift or flagged through compliance and quality processes (in the absence of the senior practitioners). The role is also a key member of the wider practice leadership teams and provides support to the Practice Manager to ensure effective services are delivered across all our programs, which may include backfilling for the PM as directed and other ad-hoc duties.

### OUR VISION, MISSION & VALUES

**Our Vision** is that all relationships are free from domestic, family and sexual violence.

**Our Mission** is that through collaboration we enable seamless pathways from violence to safety and beyond.

**Our values:** - *Respect; Safety; Equality; Accountability & Empowerment*

**Principles of our work:** DVConnect works from a feminist framework and we acknowledge the gendered nature of domestic, family and sexual violence. We are committed to working collaboratively as part of the broader system, developing innovative services, and providing robust governance and organisational sustainability to deliver on our vision and mission.

| MAIN ACCOUNTABILITIES  | PERFORMANCE OUTCOMES   |
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| <p><b>SERVICE DELIVERY</b><br/>Provide operational leadership and co-ordination, mentoring and professional development and support to the Senior Practitioners and the Trauma Counselling Team. Be the key on-call contact for all matters relating to the 1800RESPECT program.</p> <p>Lead operational planning, contribute to budgeting, reporting and development, including contributing to clinical policy and procedure development in collaboration with MHS.</p> <p>Lead and at times support various meetings and communications for effective service delivery.</p> <p>Support the Practice Manager with projects and activities to ensure quality and effective services are delivered by DVConnect.</p> | <ul style="list-style-type: none"> <li>• 1800RESPECT program service delivery is of a quality standard, professional, efficient, timely and meets the requirements of the clinical framework and MHS KPI's.</li> <li>• Effective and timely provision of practice supervision, including call coaching and debriefing to the Specialist Trauma Counsellors at designated times</li> <li>• Collaborate with 1800RESPECT to contribute to and at times lead training and/or staff meetings relating to the program</li> <li>• Ensure an effective and harmonious team is in place with high staff engagement, which also fosters a commitment to continuously improving concept and service delivery</li> <li>• Appropriately backfill Senior Practitioner roles when necessary including provision of direct trauma counselling call services as required.</li> <li>• Internal and external Stakeholder Feedback</li> <li>• Ensure all work practices are ethical and comply with the codes of the Australian Psychological Society; the Australian Association of Social Workers or the Counsellors and Psychotherapist Association of NSW</li> <li>• Undertake administration activities associated with the role and program and provide reports as required</li> <li>• Undertake project and other activities as required, which is designed to improve the overall national service and support for other DVConnect programs.</li> <li>• Effective support and collaboration to Practice Manager and Leadership teams which contributes to the overall service delivery provided by DVC.</li> <li>• Upholds and models the values and behaviours of DVConnect</li> </ul> |
| <p><b>NETWORKING, PARTNERSHIPS &amp; STAKEHOLDER ENGAGEMENT</b><br/>Promote DVConnect services and in particular 1800RESPECT program to external stakeholder and community groups and represent DVConnect at relevant forums and groups as required.</p> <p>Key leadership role in managing relationships with the MHS 1800RESPECT and panel partners which</p>  | <ul style="list-style-type: none"> <li>• Evidence of improved linkages between DVConnect, MHS 1800RESPECT, Panel Partners and other community services.</li> <li>• Evidence of effective and efficient partnerships with appropriate community services which promotes and supports the 1800RESPECT program and other DVConnect services.</li> <li>• Identification of any potential within local business communities to contribute towards the operation of the services</li> </ul>  |

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| <p>contributes to the effectiveness of the program. All activities result in developing and maintaining positive and effective networks and lasting relationships, which also assists in improving the reputation and community support for DVC.</p>  | <ul style="list-style-type: none"> <li>• Evidence of participation at relevant Forums and groups as required</li> </ul>   |
| <p><b>DOCUMENTATION &amp; REPORTING</b><br/>         Ensure appropriate client and other documentation, records, reporting and data collection and maintain a high level of accountability with all documentation. Provide monthly reports for Board meetings as required.</p>  | <ul style="list-style-type: none"> <li>• Accuracy and maintenance of relevant records</li> <li>• Reports provided are comprehensive, accurate and delivered within required timeframes.</li> <li>• Comprehensive, timely and succinct feedback to PM and Board as required</li> </ul>   |
| <p><b>STAFF MANAGEMENT</b><br/>         Development of staff through mentoring, coaching, training and empowering them to achieve the requirements of their role and DVConnect organisational goals.</p> <p>In collaboration with HR support the recruitment and orientation of new staff, co-ordinate staff meetings, conduct one-on-ones with relevant staff and appraise work performance.</p> | <ul style="list-style-type: none"> <li>• Evidence of skills development and assistance provided to staff which leads to effective service delivery.</li> <li>• Evaluations of training provided and evidence of skills development is evident for new employees..</li> <li>• Staff clearly understand their roles and the performance outcomes required of their role and probation and performance reviews undertaken within HR guidelines.</li> <li>• Appropriate training measures implemented and training conducted in collaboration with MHS, Management and leadership teams as required.</li> <li>• Provide opportunities to staff to promote both individual and team professional growth</li> <li>• Evidence of positive rapport with staff and they feel well supported.</li> <li>• Turnover, absenteeism and employee relations outcomes.</li> <li>• Staff understand and demonstrate core values and behaviours of DVConnect.</li> </ul> |
| <p><b>TEAM SUPPORT &amp; ORGANISATIONAL SUPPORT</b><br/>         Leads and participates in team activities, attends staff meetings &amp; connection days when scheduled and demonstrates a supportive approach to other management and staff members which contributes to the overall team effectiveness.</p>   | <ul style="list-style-type: none"> <li>• Evidence of strong relationships and positive rapport with team members, leadership and management which assists in building a cohesive workplace.</li> <li>• Shows clear understanding of the various staff roles and overall team outcomes required</li> <li>• Contribution in supporting leadership/management teams in the facilitation of staff meetings and learning and development days.</li> <li>• Contribution to strategic plans and activities.</li> </ul>   |

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| <p>Demonstrate a clear understanding of and commitment to DVConnect vision, mission and values and a preparedness to apply these in a supervisory role</p>   | <ul style="list-style-type: none"> <li>• Professional and well regarded team member externally and demonstrates a commitment to attending meetings/conferences/committees as directed by Practice Manager</li> <li>• Attending 85+% of all Team and Quality Meetings and attending Connection Day/s</li> </ul>  |
| <p><b>WORKPLACE HEALTH &amp; SAFETY</b><br/>To meet Workplace Health &amp; Safety obligations in line with DVConnect Policy &amp; Procedures as well as relevant legislation and in supporting the well-being of staff.</p>  | <ul style="list-style-type: none"> <li>• Follows all safety instructions and uses equipment provided</li> <li>• Contributes to minimising the risk to health and safety of all persons in the workplace</li> <li>• Identify and report any workplace incident/hazard or concerns to management</li> <li>• Appropriate individual and team safe work practice behaviours are evidenced in day to day work activities</li> <li>• Supports the facilitation of employee participation in communications, meetings and any organised WHS training events</li> </ul> |
| <p><b>PROFESSIONAL DEVELOPMENT &amp; CONTINUOUS IMPROVEMENT</b><br/>Maintain and develop personal knowledge in area of expertise and meets core values and behaviours of DVConnect. Further demonstrates a commitment to professional supervision for both skills development and health and well-being.</p> | <ul style="list-style-type: none"> <li>• Actively participate in on-shift and individual supervision sessions, professional development opportunities and team processes, minimum attendance of 80%</li> <li>• Seeks new ideas and embraces/adapts and at times lead change</li> <li>• Evidence of continuous improvement activities in area of the responsibility</li> <li>• Encourage others in the team to balance DVConnect mission and values with their personal values</li> </ul>  |

## **ESSENTIAL REQUIREMENTS & QUALIFICATIONS:**

- Minimum 3 year tertiary qualification in Counselling, Psychology, Social Work, Social Services or a related field. Post Graduate qualifications would be well-regarded.
- Eligible for membership with a governing body of profession with either Australian Association of Social Workers; the Australian Psychological Society; Australian Counselling Association or the Psychotherapy and Counselling Federation of Australia
- 4+ years minimum specialist counselling experience supporting clients impacted by Domestic, Family or Sexual violence
- Minimum 2+ years' experience in coordinating, developing and managing positive and effective teams and in providing clinical supervision
- Ability to quickly acquire a thorough knowledge of 1800RESPECT's Specialist Counselling and organisational policies and procedures including relevant Federal and State based legislation
- Extensive experience and understanding of issues relating to service delivery with an agency that is committed to socially and culturally inclusive practices
- Commitment and support for a telephone based Counselling practice framework
- Current Working with Children Checks or capacity to obtain
- Right to Work in Australia

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## **OTHER RELEVANT INFORMATION**

- Willingness to work a variety of shifts and outside of normal business hours on occasions to meet operational requirements
- Willingness to undertake further training and development
- Willingness to travel intra and interstate at times to attend meetings and other activities

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## **SKILLS & BEHAVIOURS**

- High level of personal competence & personal integrity & proven ability to develop & maintain professional networks internally & externally
- Demonstrated ability to work in a fast paced & high demand work environment, including working within agreed timeline parameters, with strong organisational skills
- Ability to work independently and collaboratively as a member of the wider leadership team to meet organisational objectives.
- Highly developed interpersonal & communication skills & experience in the development & review of policies & procedures for effective service provision
- Solid IT Skills

**KEY RELATIONSHIPS/INTERACTIONS:**

| <b>Relationship with:</b>       | <b>Why:</b>   |
|---------------------------------|---|
| Practice Manager                | Accountability, advice, support, feedback and reporting as required               |
| Business Transformation Manager | Accountability (as required), advice, support, feedback and reporting as required |
| Management Team                 | Support, Advice, collaboration, feedback and reporting as required                |
| Senior Practitioners            | Direction, advice, support, develop and feedback as required                      |
| Staff Members & Volunteers      | Direction, support, develop and provide feedback as required                      |
| Clients                         | Support & advice  |

I have read this documentation and agree to undertake the duties and responsibilities as listed above.

I acknowledge that:-

- This Position Description details the accountabilities of the role and provides an indication of the current duties and tasks that I may be required to undertake. Additional or other duties may from time to time be allocated in order to dully meet the responsibilities of the role.
- The measures where included in this document are indicative and will be reviewed with me on an annual basis and that my performance will be assessed against these measures

Employee:

Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

*DVConnect is an equal opportunity employer. All applications will be treated on their merits*