

Team Leader – Mensline Program

We are seeking an experienced, passionate and friendly leader to join our team!

Your New Role

As Team Leader of the mensline program your role will be to lead, coach and mentor a team of counsellors and court support workers in the delivery of high quality client services.

You will:

- Be the first point of contact for the mensline team members, providing practical and psychological support
- Monitor, evaluate and report on services being delivered
- Provide support and feedback in the distribution of information to the team
- Provide case recommendations
- Foster a positive, safe and flexible workplace environment

This role will also be required to assist with backfilling Counselling shifts and Court Support shifts when necessary to meet organisational demand and in supporting the wider practice team.

What you need to succeed

- Tertiary Qualifications in the areas of Counselling, Psychology, Social Work or a related field
- At least 2 years experience in a leadership or supervisory role
- Demonstrate capacity to engage, retain and support staff in a way which ensures consistency of service and a positive team culture
- Highly developed risk assessment and telephone counselling skills
- Knowledge of Queensland Domestic Violence Legislation, particularly the *Domestic and Family Violence Protection Act 2012*
- Experience and understanding of issues relating to service delivery with an agency that is committed to socially and culturally inclusive practices
- Strong organisational skills, attention to detail and working to deadlines in a fast-paced environment
- Team player with a commitment to a collaborative working approach
- Initiative and problem solving skills and supporting the establishment of new policies and procedures
- Solid IT skills and experience working with a variety of databases

Why Join DVConnect?

- Friendly, supportive and passionate team who are making a difference in the lives of people impacted by domestic, family and sexual violence
- Flexible working arrangements
- Family Friendly Workplace
- EAP support and Professional Supervision provided
- Salary packaging, meal and entertainment card and discount program available

Interested? Apply online today!

To apply for this position, please [click here](#).

Please also ensure that you:

- Review the position description for further details of the role
- Submit your current CV along with a cover letter addressing the selection criteria

If you would like more information about the role please email recruitment@dvconnect.org, using the subject line Mensline Team Leader, or phone Danielle on (07) 3156 2302.

All applicants, regardless of gender, are encouraged to apply.

Please note those applications without a cover letter addressing the selection criteria and/or the right to work in Australia cannot be considered. We thank you for your application however only those shortlisted will be contacted. DVConnect is an equal opportunity employer. All applications will be treated on their merits.