



## POSITION DESCRIPTION

### Team Leader – Counselling Team – Toowoomba

Position Details	
<b>Position:</b>	<b>Team Leader –Counselling Team</b>
<b>Classification:</b>	SCHCADS Social, Community, Home Care and Disability Service Industry Award 2010 Level 7.1 – 7.3
<b>Additional Benefits:</b>	Generous above award conditions. See EBA DVAC Enterprise Bargaining
<b>Hours:</b>	<b>75 hours per fortnight (9am to 5pm Monday to Friday)</b>
<b>Accountability:</b>	DVAC Board of Management, CEO, Managers and Staff Team.

### Organisation information

#### Vision

Reduce the prevalence and impact of gender-based violence in our communities.

#### Purpose

DVAC works with individuals and communities to eliminate, prevent, and respond to domestic and family violence, and sexual violence by:

- Collaboratively providing quality support services.
- Challenging social norms and structures that enable people to use violence/enable the use of violence.
- Building awareness and capacity within the community; and
- Encouraging egalitarian relationships.

#### Philosophy Statement

The Domestic Violence Action Centre (DVAC) has a long history in providing high quality services to women, children and young people who have experienced domestic and family violence in the Ipswich, Toowoomba and surrounding regions. DVAC works from a feminist perspective. We have a gendered analysis of domestic violence that understands that domestic and family violence is a result of systemic power imbalances and inequalities. We work from a position of ensuring safety for women and children while holding perpetrators accountable for their behaviour.

Our Organisational values are the pillars for our work. Our values are Community, Accountability and Resilience.

## The Organisation

You will find detailed information about the organisation on our website [www.dvac.org.au](http://www.dvac.org.au)

## Equal Employment Opportunities

DVAC values diversity in our workforce, and as such encourages applications from individuals from all cultural backgrounds.

### Position Summary

The Counselling team leader leads excellence and service delivery for the Specialist Counsellors providing Family, Sexual Violence and Youth Sexual violence counselling and Men's Behaviour Intervention Programs to include Young Person's Intervention Program and Positive Choices, Safer Families program and Woman's Advocate initiatives.

In addition, the Counselling team leader will provide supervision and support aligned with DVAC's Supervision Framework; will oversee service development and delivery; reporting; practice development of the above programs to ensure they meet Qld government service standards for delivery of domestic and sexual violence support services. The Counselling team leader will be required to undertake a level of organisational work in addition to the supervisory and direct service delivery functions of the position.

### Key Responsibilities and Outcomes

## Leadership

The Team Leader role is designed to build the capability of the team and service delivery in responding to domestic, family and sexual violence. The role supports the Senior Leadership team to understand service delivery strengths as well as its gaps, including areas for growth and development.

Specifically, the team leader is expected to:

- Proactively contribute to strategic planning in collaboration with the Senior Leadership team
- Oversight and development of quality practice for the counselling and men's intervention initiatives
- Ensure compliance and best practice
- Assist in the development and maintenance of service delivery and staff supervision related policies, procedures, practice guidelines, quality systems and accreditation alongside the Service Manager, CEO and in consultation with the staff team
- Stay informed of service demand, statistics and trends to ensure that the organisation meets the needs of the community
- Innovative program development in response to organisational direction
- Support healthy workplace culture by identifying and proactively responding to staffing needs.
- Timely and robust communication to the Senior Leadership team regarding service delivery demands and needs
- Promote a supportive environment for your Team Leader peers.

## **Human Resources**

- Involvement in human resource requirements within team including recruitment, induction, supervision, reviews, ongoing professional development, performance monitoring and management, and staff well-being
- Provide regular, trauma-informed supervision
- Oversight of external supervisors accessed by team members in line with DVAC Policy
- Overseeing and modelling positive organisational culture, by supporting the development of interpersonal team relationships in line with DVAC values, beliefs, and code of conduct
- Give direction and model appropriate conflict management in line with organisational values and code of conduct
- Coordinate the planning and preparation for team meetings, team group supervision and facilitate a focus on practice reflection and professional development in practice meetings

## **Service Delivery**

- Oversight and development of quality practice
- Oversight of the ongoing capacity demands in the team
- Ensure the appropriate allocation of work, including triaging and prioritising of demand for staff.
- A working understanding of relevant legislation, practice standards, and reporting requirements in order to support staff and service delivery
- A working understanding of Domestic Action Violence Centre's policies, procedures, and operational guidelines to ensure adherence to best practice
- Confidence in collaboratively developing quality improvement tools
- Strong practice framework that aligns with a gendered analysis of domestic, family and sexual violence, its intersections with trauma and application to practice
- Build and navigate strong working relationship with key stakeholder to support an integrated service delivery model.

### **Organisational** in accordance with service values and requirements and industry practice standards:

- Lead, identify and implement solutions to gaps and trends and respond appropriately.
- Participate in the implementation of the strategic direction of the organisation and create a corresponding operational plan for relevant initiatives.
- Oversee and lead the development of the provision of anti-discriminatory, client-centred practice in accordance with service values and requirements.
- Lead and participate in the development of funding submissions, in collaboration with the Senior Leadership Team
- Advocate on behalf of clients and the service within the funded area
- Participate in the monitoring of legislative and policy developments regarding domestic and family violence and sexual violence.
- Meet reporting requirements for the relevant initiatives.
- Represent the organisation at external forums as required.
- Work within the Domestic and family violence services practice principles, standards and guidance from the Department of Communities Qld and the Qld Government Interagency Guidelines for Responding to Adult Victims of Sexual Assault and the National Standards of Practice Manual for Services Against Sexual Assault; and the National Principles for Child Safe Organisations.
- Undertake any other duties as lawfully directed by the CEO or Service Manager.

## Accountability

The Counselling Team Leader is required to work within the philosophy, objectives and policies of the organisation including:

- Working within a DVAC principles and frameworks.
- Working as a member of the staff team.
- Utilising consultative and collaborative processes.

The Counselling Team Leader is ultimately accountable to the Service Manager but will also report to the CEO and the Board as the employing body. The Counselling Team Leader will comply with the established processes for ensuring the transparency of all decisions and actions taken in the course of the work. The Counselling Team Leader will also be accountable to the staff team and the consumers of the service.

## Preferred Qualifications and Experience

- Possession of relevant tertiary qualifications in the human services field.
- Proven experience and skills in leadership and management of staff.
- Well-developed experience and skills in counselling and therapeutic support.
- Experience and skills in gender-based violence risk assessment, trauma informed practice, safety planning, crisis support and system advocacy.
- Well-developed interpersonal and communication skills.
- Knowledge and skills to ensure the provision of culturally, gender and age-appropriate services to clients.
- Demonstrated understanding and experience in working effectively with children, young people, women, and men who have experienced or are currently experiencing domestic & family violence, sexual violence, or other significant trauma.
- Committed to the National Standards for Child Safe Organisation
- Knowledge regarding feminist practice and its application in working against both domestic & family violence, and sexual violence.
- Current driver's licence and Blue Card.
- All DVAC staff are required to complete a National Police Check upon successful offer of position.

## Personal Attributes

- Passion for working with women, men and individuals in a rapidly changing, intensive, crisis driven environment.
- Ability to remain calm and make professional assessments under pressure.
- Ability to advocate while maintaining positive relationships with both stakeholders and colleagues.
- Ability to be organised, prioritise and manage time effectively in the face of multiple demands.
- Willingness to engage in honest, transparent, reflective and accountable practice.
- Ability to connect daily crisis work with larger organisational goals and community outcomes.
- Values which match the values and the feminist ethos of the organisation
- Ability to adapt to change and demonstrate resilience.

- Demonstrates high ethical standards and integrity in all working relationships.
- Ability to make effective decisions in a timely manner and to escalate as appropriate.
- Current driver's licence and Blue Card.
- All DVAC staff are required to complete a National Police Check upon successful offer of position.

## Selection Criteria

1. Outline your interest in the role and the experience will bring to the role.
2. Outline your extensive skills and experience in providing high quality, collaborative leadership, supervision and mentoring to specialist counsellors and men's behaviour intervention workers.
3. Describe how you develop capacity within a team to build positive and effective working relationships with a range of stakeholders, and what specific skills do you contribute to this process.
4. Outline your knowledge of administrative functions within a team (e.g. computer skills, data management, reporting, verbal and written skills) and how do you contribute to such functions.