

**POSITION DESCRIPTION – Team Leader Community Health Counselling****Part 1 – Expectations for Your Role**

<b>Position</b>	Team Leader Community Health Counselling
<b>Service / Program</b>	Community Health Paediatric and Counselling Team
<b>Industrial Instrument</b>	SACS - EACH Social and Community Service Employees Enterprise Agreement 2017
<b>Instrument Classification</b>	Social & Community Services Level 6
<b>Reports to</b>	Manager Community Health Paediatric and Counselling Services
<b>Effective Date</b>	May 2025

**Key Deliverables****1. Leadership**

- **Service Delivery:** Lead the delivery of Counselling Services (including Parent Child Mother Goose program and Pathways to Good Health program) in accordance with organisational and funding guidelines. Assist with the operations of services within the Counselling team and the wider Community Health Paediatric and Counselling team (in collaboration with the Manager Community Health Paediatric and Counselling (CHPACS)).
- **Team Leadership:** Provide leadership, professional support, clinical supervision and direction for clinical and support staff to enhance service provision to the target population.
- **Engagement:** Lead and actively participate in staff, team, program and relevant network meetings as well as supervision sessions and reflective practice sessions. Provide a positive contribution to the CH PACS leadership team.
- **Service Improvement:** Lead the on-going review and development of counselling and casework services at Each to ensure service delivery remains consistent with current best practice models.
- **Governance:** Consult and update Manager Community Health Paediatric and Counselling in relation to service delivery practice/quality/outcomes.
- **Operations Management:** Assist in coordination of the service – including clinical systems, processes, clinical risk, and team engagement and professional development. Ensure that legislative reporting requirements are met across the team (MARAM, Child safe reporting etc.).
- **Culture & Environment:** Facilitate a workplace environment which supports peers, develops a positive culture and ensures the provision of quality and efficient services.
- **Quality Assurance:** Facilitate a culture of quality and innovation, ensuring alignment with Each's existing quality improvement and accreditation systems and supporting file audits and accreditation preparation when required.
- **Data & Performance Monitoring:** Track data related to service delivery, monitor performance to support service delivery that achieves targeted sessions within service hours and manage any underperformance. Prepare reports as required and in consultation with Manager.
- **Stakeholder Engagement:** Establish and maintain close links with other health and community agencies enabling referral pathways and collaborative service provision where appropriate.
- **Collaboration:** Share knowledge and work collaboratively with Each colleagues and external agencies and support others to do the same.
- **Reporting:** Contribute to the development of any management reports as required. Support the collection of data regarding client outcomes and ensure the delivery of KPI targets to meet funding requirements across the program.



## 2. Supervision and Consultations

- **Clinical Supervision:** Provide effective clinical supervision to clinicians across different Each sites; ensure documentation, reflection, and evaluation of professional practices and ethical issues occur.
- **Performance Support:** Provide supervision that supports team members to achieve service performance outcomes in line with funding targets. Provide supervision that supports delivery of planned and evidence-based interventions in the Community Health Counselling team.
- **Accountability:** Complete the 1:1 conversations, file audits and reviews with direct reports.
- **Student Supervision:** Provide supervision and teaching to students on placement as negotiated with the Manager Community Health Paediatric and Counselling.
- **Consultation:** Provide secondary consultation and support to other programs and teams within Primary Care and more broadly across Each as required.
- **Evidence-Based Practice:** Integrate evidence-based practice into clinical practice, using strength-based, culturally inclusive and trauma-informed approaches.
- **Site Monitoring:** Travel between sites to monitor clinical service provision across different sites.
- **Mentorship:** Provide mentor support to new and junior staff, including new graduates and placement students as required.
- **Training & Development:** Provide training and development to maintain and develop professional knowledge of clinical staff and contribute to the achievement of business goals.
- **Risk Management:** Support staff to manage risk and escalate issues of concern to Manager Community Health Paediatric and Counselling Services where appropriate or outside of scope.
- **Waitlist Management:** Review and monitor waitlists for service and team. Ensure implementation of best practices in waitlist management.
- **System Monitoring:** Monitor TRAK entries and performance of the team and individuals within the team against targets established in consultation with the Manager of Community Health Paediatric and Counselling Services.

## 3. Providing Individual and/or group therapeutic interventions

- **Case Management:** Manage own varied caseload, including clients where risk has been identified.
- **Therapeutic Service Delivery:** Provide a variety of trauma-informed therapeutic counselling and casework services to meet the needs of individuals and families presenting for support, either onsite or via telehealth services.
- **Evidence-Based Practice:** Utilise evidence to inform clinical practice and take responsibility for maintaining up-to-date knowledge of effective therapeutic interventions for individuals and families.
- **Casework Support:** Ensure appropriate casework support, including follow-up, referral, and advocacy as appropriate to ensure best outcomes for the client group.
- **Screening & Risk Assessment:** Ensure screening for family violence (MARAM), mental health concerns and substance use issues are conducted, and referral pathways are provided to attend to identified concerns.
- **Risk Management:** Risk is assessed during each client contact and, if risk is identified, appropriate safety planning is undertaken.
- **Documentation & Compliance:** Any risks identified are recorded on TrakCare and any appropriate risk management systems and escalated for consultation with the Manager, notifying authorities as mandated.
- **Care Planning:** Support clients to identify goals, develop interventions and therapeutic plans suitable for a short to medium-term counselling model, and document these goals in a care plan that is maintained and reviewed regularly.
- **Community Engagement:** Participate in the development and facilitation of health and well-being sessions, and other group work activities in the community as required.
- **Cultural Sensitivity:** Provide services that are culturally sensitive to minority groups, including Indigenous, CALD, LGBTIQ+ communities, and clients from neurodiverse backgrounds.
- **Service Accessibility:** Support access to services by participating in the intake and initial assessments of clients into the counselling/casework program.
- **Client Feedback:** Customer satisfaction or feedback for clients is regularly obtained, and service provision is reviewed based upon that feedback/satisfaction.



- **File Management:** Ensure case file documentation and information shared is compliant with the Each Client Record Management Systems Policies and Procedures.
- **Performance Monitoring:** Ensure performance targets are met as per discussions with the manager.
- **Compliance:** Work within Each's policies and procedures, including WH&S, Privacy & Confidentiality, Rights & Responsibilities, and relevant quality and service standards.
- **Regulatory Compliance:** Compliance with relevant legislation, regulations, and service standards is achieved and maintained.

### **Experience and Knowledge, Qualification/Registrations/Licences (*Mandatory only*)**

- Relevant tertiary (or other) qualification
- Current state-based driver's license
- Eligible for registration with AHPRA, AASW, ACA or PACFA

### **Skills:**

- Commitment to Each's Vision, Mission, Values and Service Principles
- Accountability and commitment to the achievement of outcomes and results
- Capacity to involve staff in moving towards a future state
- Ability to provide effective coaching and openness to receiving and giving feedback openly, honestly and directly
- Ability to effectively manage self, others and tasks within a high-pressure environment
- Flexibility enabling responsiveness to addressing issues as they arise
- Excellent verbal and written communication skills with the ability to engage, consult and negotiate with a wide range of stakeholders
- Demonstrated skills in providing leadership and clinical supervision
- Strong clinical skills and experience providing clinical supervision
- Knowledge of evidenced-based practice and best practice standards
- Knowledge of Child Safe Standards & MARAM

### **Physical Requirements**

- **Physical Requirements:** Able to sit at a computer for up to 4-6 hours per day
- **Travel Requirements:** Ability to travel between Each office locations.
- **Community Engagement:** Ability to travel within the service area and meet with families and services in the community.

**POSITION DESCRIPTION - Leader (Direct Reports)****Part 2 – Expectations for Our Team**

At Each, we are committed to improving lives and strengthening communities through a range of health, disability, housing, counselling, and mental health services. With a dedicated team of over 1,500 employees and 250 volunteers, we aim to create a positive impact, empowering individuals to live healthier, happier lives.

Our vision is for everyone to live well, and we strive for a healthier, more equitable future through innovation, advocacy, and community engagement.

We care. We listen. We learn. We deliver. Altogether better care.

**Leader Expectations**

This leadership role is key to the team, working with the Directorate, Executive Team, and stakeholders to achieve Each's vision and strategic objectives. The position focuses on collaboration across Directorates to address future business needs and ensure their area supports broader operations. Leaders are responsible for meeting KPIs, financial sustainability, and effective operations aligned with Each's values. Leaders are expected to demonstrate strong leadership, model Each's values, and foster an inclusive, safe, and engaging culture.

**Leader Responsibilities**

An Each Leader is responsible for:

- Delivering the strategic Plan and supporting financial sustainability.
- Building high-performing, adaptable teams that model Each's values.
- Promoting continuous improvement, learning, and staff wellbeing.
- Ensuring a safe, inclusive workplace and effective operations.
- Managing risks and fostering innovation, collaboration, and strategic thinking.
- Aligning systems and processes with Each's goals and ensuring compliance with policies and regulations.
- Demonstrating leadership standards and acting as an ambassador of Each.

**Quality**

Employees must engage in continuous improvement, comply with legislation and accreditation standards, and maintain the necessary skills and knowledge for their role.

**Safety & Wellbeing**

All Each employees are responsible for their own health and safety, as well as that of others, in line with OH&S legislation and Each's policies.

**Child Safe Commitment**

Each is dedicated to creating a child-safe environment, with zero tolerance for child abuse. Everyone is responsible for protecting and reporting any suspected child abuse, ensuring the safety and well-being of children involved with Each.

**Inclusion and Diversity Commitment**

Each is dedicated to an inclusive and diverse workplace where everyone is valued and respected. All staff are expected to promote inclusivity, embrace diversity, and foster a collaborative environment, ensuring a safe and supportive workplace for all.

**Key Selection Criteria****Skills & Behaviours**

- Strong leadership aligned with Each's values and behavioural standards.
- Proven ability to attract, develop, and retain a diverse, high-performing workforce.



- Commitment to fostering a safe, inclusive culture prioritizing wellbeing.
- Success in building teams, driving collaboration, and achieving strategic goals.
- Confident in engaging and briefing stakeholders.

#### Desirable Experience, Knowledge, and Qualifications

- Leadership experience in a relevant field.
- Tertiary qualifications in a relevant discipline.
- Collaborative experience within a leadership team.
- Understanding of the Not-For-Profit sector and Health services.

#### Mandatory Competencies/Licences

- Criminal History Check and Employee Working with Children Check (as required).
- National Worker Screening Check (if required for the role).
- Entitlement to work in Australia

#### Expected Behaviours for all Each Staff

- Act in accordance with Each's Code of Conduct, policies, and service principles.
- Respond to family violence risk in line with the MARAM Framework.
- Promote a safety-first culture and adhere to health and safety policies.
- Ensure Each Great Care is put through its PACES (Person-Centered, Accessible, Connected, Effective and Safe).
- Support a zero-tolerance stance on abuse, neglect, and discrimination.
- Foster an inclusive, collaborative work environment, prioritizing customer needs.
- Contribute to teamwork, innovation, and continuous improvement.
- Engage in continuous learning and complete all mandatory training on time.