



POSITION DESCRIPTION – Team Leader Community Health Counselling

Part 1 – Expectations for Your Role

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

Key Deliverables

1. Leadership

- **Service Oversight:** Lead the delivery and continuous improvement of Counselling Services (including Parent Child Mother Goose and Pathways to Good Health) in line with organisational and funding requirements. Support broader CHPACS operations in collaboration with the Manager.
- **Team Leadership & Support:** Provide leadership, clinical supervision, and mentorship to staff. Promote a positive team culture that aligns to EACH strategic plan and service delivery remains consistent with current best practice models.
- **Engagement & Collaboration:** Actively contribute to team, program, network meetings, and the CH PACS leadership group. Encourage knowledge sharing and cross-team collaboration.
- **Operations & Governance:** Assist with clinical systems, processes, team engagement, compliance (e.g. MARAM, child safety), and performance monitoring. Ensure legislative and quality standards are met.
- **Stakeholder Relationships:** Build and maintain partnerships with internal and external stakeholders to support referrals and integrated service delivery.
- **Reporting & Quality:** Monitor service data and performance to meet targets. Support audits, accreditation, and contribute to reports and KPI tracking.

2. Supervision & Consultation

- **Clinical Supervision:** Provide effective supervision across sites, ensuring reflective practice and ethical decision-making.
- **Performance & Accountability:** Support staff to meet targets and deliver high-quality, evidence-based care. Conduct regular 1:1s, performance reviews, and file audits.
- **Student & Staff Development:** Supervise students and mentor new or junior staff. Deliver training to build clinical capability and align with service goals.
- **Risk & Waitlist Management:** Guide staff in managing risk and ensure best practice in waitlist monitoring. Escalate concerns appropriately.
- **Consultation & Monitoring:** Offer secondary consults across programs and monitor service delivery across sites.

3. Therapeutic Work

- **Direct Client Work:** Manage a caseload and deliver trauma-informed counselling and casework (onsite), using evidence-based, culturally inclusive approaches.



- **Assessment & Care Planning:** Conduct risk screenings (e.g. MARAM), safety planning, and develop care plans aligned with short- to medium-term support models.
- **Casework & Advocacy:** Provide follow-up, referrals, and advocacy to ensure holistic client support.
- **Community & Group Work:** Facilitate group programs and participate in community-based health and wellbeing initiatives.
- **Compliance & Documentation:** Maintain accurate records and ensure compliance with internal policies, legislation, and service standards.
- **Feedback & Improvement:** Gather and act on client feedback to enhance service delivery. Ensure performance targets are consistently met.

Experience and Knowledge

- **Demonstrate alignment with organisational values** – Commitment to Each’s Vision, Mission, Values and Service Principles
- **Deliver measurable outcomes** – Accountability and committed to the achievement of outcomes and results
- **Foster a forward-thinking team environment** – Capacity to involve staff in moving towards a future state
- **Support professional growth** – Able to provide effective coaching and openness to receiving and giving feedback openly, honestly and directly
- **Manage performance under pressure** – Ability to effectively manage self, others and tasks within a high-pressure environment
- **Respond effectively to emerging needs** – Flexibility enabling responsiveness to addressing issues as they arise
- **Engage stakeholders effectively** – Excellent verbal and written communication skills with the ability to engage, consult and negotiate with a wide range of stakeholders
- **Lead and support clinical teams** – Demonstrated skills in providing leadership and clinical supervision
- **Provide quality, evidence-informed services** – Demonstrated knowledge of evidenced based therapies and ability to provide high quality clinical services
- **Develop and manage clinical systems** – Demonstrated experience and ability to co-ordinate, develop clinical systems for a health or community organisation, including responding to clinical risk, coordination a multi-disciplinary team and workloads
- **Optimise service delivery processes** – Proven track record in developing, implementing and maintaining operational workflow processes
- **Provide supervision and support** – Strong clinical skills and experience providing clinical supervision
- **Ensure best-practice care** – Knowledge of evidenced based practice and best practice standards
- **Uphold safety and compliance standards** – Knowledge of Child Safe Standards & MARAM

Qualification/Registrations/Licences (*Mandatory only*)

- **Maintain relevant qualifications** – Relevant tertiary (or other) qualification
- **Ensure mobility for outreach and community visits** – Current state-based driver’s license
- **Comply with professional regulatory standards** – Eligible for registration with AHPRA, AASW, ACA or PACFA

Physical Requirements

- **Sustain computer-based work** – Able to sit at a computer for up to 4–6 hours per day
- **Maintain flexibility across sites** – Ability to travel between Each office locations
- **Engage with clients and stakeholders in the community** – 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.