



**Team Leader - Clinical Services**  
**Gympie Region Domestic & Family Violence Service**  
***'Challenging Abuse in Relationships'***

<b>Position Title:</b>	Team Leader - Clinical Services
<b>Grading:</b>	SCHCADS Award – Qld TPEO – Level 5.3 (2.5% annual bonus paid at end of Financial Year), salary packaging options and flexible working arrangements available
<b>Responsible to:</b>	GRDFVS Manager
<b>Location:</b>	Gympie
<b>Employment Status:</b>	Permanent
<b>Hours per week:</b>	38

**Purpose of Position:**

The Team Leader– Clinical Services is responsible for:

- Providing clinical support to the DFV counselling program.
- Providing counselling and support to people in the Gympie Region who are experiencing, or who have experienced, domestic and family violence (DFV). The success of the program is dependent on a highly collaborative working relationship between the other Community Action DFV programs, external DFV service providers and the Qld Police Service.

**Operating Environment:**

CAI is a Gympie-based community organisation delivering a range of housing and community services. CAI is a Tier 3 Registered Housing Provider and maintains registration under the National Regulatory System for Community Housing. In addition, we maintain certification under the Human Service Quality Standards. CAI has specialisations in Community Housing, Youth Homelessness; Domestic and Family Violence services; Financial Counselling; and, Multicultural Settlement services.

See Attached Document: Organisational Environment.

**DFV Support Services - Program Overview**

The Community Action DFV Support Service Program area includes but is not limited to the following:

- Erin House:
  - Women's Shelter – crisis housing and support for women and children escaping DFV.
  - Women's Information Line – telephone and centre based support for women escaping DFV.
- Gympie Region Domestic & Family Violence Service (GRDFVS):

- Counselling and support for people experiencing, or have experienced, DFV.
- Court support for people who have court proceedings before the Magistrates Court in relation to DFV matters.
- Counselling and support for children and young people who are experiencing, or have experienced, DFV.
- Community Partnerships – developing a Gympie Region DFV Prevention Strategy and implementation of a coordinated community response to DFV.

### **Reporting and Accountability**

The Team Leader - Clinical Services is responsible to and reports directly to the GRDFVS Manager. In view of the collaborative nature of the organisation, all staff members are also accountable to the General Manager, Operations Manager, board of management and the broader staff team.

### **Duty Statement**

#### **1. Working within the organisation:**

<b>No:</b>	<b>Specific Duties</b>	<b>Key Performance Indicators</b>
1.1	Comply with Community Action's Code of Conduct, Policies and Procedures; and remain conscious of and responsible for your own impact on your work environment.	Code of Conduct and Policies and Procedures are adhered to.
1.2	Foster workplace diversity, value individual differences and recognise the positive benefits that can be gained.	Feedback from team members and management.
1.3	Ensure sound knowledge of the purpose and desired outcomes of: the Gympie Region Domestic & Family Violence Service; Department of Child Safety, Youth & Women – DFV Support Services Program Guidelines and Investment Specifications; and, statutory requirements.	Duties are carried out within program funding guidelines and within statutory guidelines.
1.4	Lead in the development of a safe and supportive working environment for all staff, including clear communication paths and consultative decision-making practices.	WHS policy and procedure are followed.  Staff communication policy and procedure are followed.
1.5	Participate in regular and ongoing consultation with staff and the Service Manager to discuss issues that may impact on work practices and professional development in	Feedback from Manager and team members.

	relation to direct work with clients and organisational practices.	
1.6	Participate in support systems within the organisation including staff meetings, team supervision, line supervision, staff appraisals, team development days and professional supervision.	Meetings and supervision are attended.  Team development days are attended.
1.7	Assist in ensuring that the office environment is maintained in a clean, tidy and safe manner and that information and resources are relevant, up-to-date and available.	Office space is inviting & tidy with relevant resources available.  Staff member has a sound knowledge base of resources available.
1.8	Establish and maintain collaborative working relationships with all other Community Action program personnel.	Team member feedback.
1.9	Other duties as required by the Service Manager.	Requests are carried out.

## **2. Team Leader:**

<b>No:</b>	<b>Specific Duties</b>	<b>Key Performance Indicators</b>
2.1	Provide clinical support to counselling staff (including debriefing, case load management, allocations, practice standards etc).	Feedback from staff.
2.2	Oversee counselling client intake processes.	Feedback from staff.
2.3	Provide regular clinical line supervision to counselling staff.	A regular program of line supervision is maintained.
2.4	Co-ordinate clinical peer supervision processes.	Feedback from staff.

## **3. Provide counselling & support to people experiencing, or who have experienced, DFV:**

<b>No:</b>	<b>Specific Duties</b>	<b>Key Performance Indicators</b>
3.1	Provide counselling and support to clients using trauma informed, empowerment and strengths-based practices.	Funded outputs/targets are met.  Number of clients receiving counselling/support services.  Client satisfaction feedback.
3.2	Work within a Case Management Framework according to policy and procedure including: <ul style="list-style-type: none"> <li>➤ Initial Eligibility Assessment &amp; Intake</li> <li>➤ Needs Assessment</li> <li>➤ Case Planning, monitoring &amp; review</li> </ul>	Client Service Delivery Policy is followed.  Clients have clearly documented and accurate assessments & intakes, needs assessments, safety plans and case plans, case plans are monitored and reviewed within policy timeframes,

	<ul style="list-style-type: none"> <li>➤ Exit planning</li> <li>➤ Follow up of exited clients</li> </ul>	planning for exit and follow up is documented and carried out.
3.3	Assist clients to manage risk, cope with crises, plan for safety and/or develop strategies to enhance safety and wellbeing.	<p>Intervention prioritises the client's safety and need for protection.</p> <p>A comprehensive risk assessment is carried out for all clients.</p> <p>All clients have a documented safety plan.</p>
3.4	Coordinate the range of supports needed to effect meaningful change.	Client outcomes feedback.
3.5	Provide support to clients in their dealings with various government departments and organisations and if necessary, provide an advocacy role in these interactions.	<p>Interactions with other agencies / departments are clearly documented.</p> <p>Stakeholder feedback.</p>
3.6	Ensure cultural appropriateness of services for clients.	Feedback from clients and other staff members.
3.7	Access Brokerage Funding for home security safety upgrades to support clients to remain safely in their own homes (where appropriate).	Home security safety upgrades are arranged following an assessment of risk, and as part of a safety plan.
3.8	Keep full, accurate and up-to-date case management records/client files.	Client records are accurate and up-to-date.
3.9	Keep accurate and up-to-date data collection as required by the program/funding guidelines.	Data collection is accurate, up-to-date and submitted on-time/when requested.
3.10	Establish and maintain collaborative working relationships with local government and non-government service providers, support agencies and other relevant stakeholders.	Stakeholder feedback.

#### **4. Domestic violence applications and court support:**

<b>No:</b>	<b>Specific Duties</b>	<b>Key Performance Indicators</b>
4.1	Ensure sound knowledge of legislation, policy and court procedures in regard to DFV.	Staff member's knowledge around legislation, policy and court procedures is up-to-date and accurate.
4.2	Assist clients to apply for DFV Protection Orders.	<p>Number of protection orders applied.</p> <p>Feedback from clients.</p>
4.3	Attend DFV court sittings at the Gympie Magistrates Court when required to support clients and assist Court Support Workers.	Feedback from clients and court staff.

4.4	Establish and maintain collaborative working relationships with the Qld Police Service and Gympie Magistrates Court personnel.	Stakeholder feedback.
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**5. Domestic and family violence education and prevention:**

<b>No:</b>	<b>Specific Duties</b>	<b>Key Performance Indicators</b>
5.1	Support clients to participate in group work that enhances self-esteem, personal wellbeing, safety and responsibility to address the issues of DFV.	Client Feedback. Number of group sessions.
5.2	When opportunities arise, be available to speak to community groups, schools etc about DFV and the work of Community Action DFV Support Services.	Community Feedback.
5.3	Work in collaboration with the broader Community Action DFV Support Service team, in particular, the DFV Community Partnerships Facilitator, and external stakeholders, to assist in developing a Gympie Region DFV Prevention Strategy and implement a coordinated community response to DFV.	Participation in stakeholder meetings.
5.4	Participate in relevant local network meetings and other community DFV education and prevention events and activities.	Attendance at network meetings. Attendance at community education and prevention events and activities.

### **Performance Appraisal**

- This position is subject to a 6-month probationary appraisal.
- The Team Leader – Clinical Services will participate in six monthly appraisals of work performance conducted with the Operations Manager and the organisation’s HR representative to assess the:
  - Competence of the employee in the performance of duties
  - Achievement of goals set for the position
  - To establish general and training goals for the next six months.

Name of Manager: \_\_\_\_\_

Date Appointed: \_\_\_\_\_

Signature of Employee: \_\_\_\_\_

Signature of General Manager: \_\_\_\_\_

### **Selection Criteria**

***Address in writing how you meet the minimum competencies for this role.***

#### **Minimum Competencies:**

- Possession of relevant tertiary qualifications in the human services field eg. Bachelor Psychology, Bachelor Counselling, Bachelor Human Services/Social Work majoring in Counselling, or similar.
- Demonstrated Team Leader experience.
- Demonstrated counselling experience.
- High-level skills in crisis intervention and interviewing.
- Ability to work effectively with people experiencing DFV.
- Ability to work cross-culturally.
- Well-developed interpersonal and communication skills.
- Current Blue Card for working with children or ability to acquire same.
- Current Driver’s Licence.

***Address the selection criteria in writing keeping to a maximum of half a page each.***

#### **Selection Criteria**

1. Demonstrated experience supporting a counselling team including the ability to provide clinical support (debriefing, practice frameworks, best practice, critical reflection etc).
2. Demonstrated knowledge and understanding of the impacts of DFV on women and children and the ability to respond effectively in a sensitive and confidential manner.

3. Demonstrated understanding of safety issues for people affected by DFV, and staff assisting them.
4. Demonstrated knowledge of the relevant legal processes and legislation relevant to DFV.
5. Demonstrated understanding of the social, political and gendered nature of DFV from a feminist perspective.
6. Demonstrated understanding of working within a case management framework.
7. Interest and ability to work within a Strength Based Practice model.
8. Ability to work in a community-based organisation, to participate within a staff team in a collaborative and supportive manner, and the capacity to work both independently and as part of a team.