

POSITION DESCRIPTION

Team Leader – Response and After Hours

Time Fraction: Full time (0.8 or 0.9 FTE will be considered)

Reports to: Clinical Services Manager

Term: Ongoing – subject to funding

Date: June 2021

About CASACV

The Centre Against Sexual Assault Central Victoria (CASACV) provides free and confidential specialist counselling to adults, young people and children who have experienced sexual assault and/or family violence either recently or in the past, and to their non-offending parents, partners, family and friends.

We offer a 24-hour crisis care response to victims of recent sexual assault, including crisis counselling, support and advocacy, medical care and justice services. CASACV provides a family focused, prevention and early intervention therapeutic service to children and young people under the age of 18 who have engaged in problematic or harmful sexualised behaviours (HSB) in the REFOCUS Program. We also provide specialised advocacy, secondary consultation, community education and professional training across the sector and within the community.

Our primary site is located in Bendigo, but we provide outreach services in Kyabram, Kyneton, Maryborough, Echuca and Tarrengower Prison.

We are committed to the development of a positive and supportive work environment and strive to provide a family friendly workplace with flexible working arrangements. We provide clinical supervision, encourage continuous learning and focus on excellence in client outcomes and organisational objectives.

CASACV is also a partner in the Bendigo Multi-Disciplinary Centre (MDC). In the MDC we are co-located with Victoria Police, Sexual Offences and Child Abuse Investigation Team (SOCIT); staff from Department of Families, Fairness and Housing (DFFH), Child Protection; Victims Assistance Program and Bendigo Community Health. In this specialised model, partner organisations support adult and child victims from first disclosure of sexual assault to criminal prosecution.

We uphold a feminist philosophy, and our aim is to provide an empowering, respectful and culturally sensitive service committed to best practice.

CASACV Values

All our work is underpinned by the following values:

- Social Justice - equity, inclusion and human rights are embedded within our organisation.

- Integrity, Safety, Respect and Empowerment - are integrated into every aspect of service delivery and governance.
- Quality and Accountability – our work is evidence based, measured and accountable to our clients and the community.
- Feminist – we work within a feminist framework to challenge and reform structural gender inequities.

CASACV is an equal opportunity employer committed to diversity and social inclusion. We welcome applications from culturally and linguistically diverse backgrounds, including those from Aboriginal and/or Torres Strait Islanders, people with disability and people who identify as LGBTIQ+.

The Response and After-hours Teams

This exciting position is leading the Response and After-Hours Teams which is the first point of contact for CASACV specialist services; providing consistent, timely, client centred 'continuity of care' with information seeking, after hours crisis support, intake, assessment, and referral management process. The Response Team also delivers valuable secondary and professional consults.

Position Overview and Accountabilities

The Team Leader, Response and After-Hours Team is a leadership role and works closely with other Team Leaders under the guidance and direction of the Clinical Services Manager. The role is responsible for ensuring intake, triage, assessment, referral management and case coordination services meeting organisational and contractual obligations as well as driving continual quality improvement.

The role of Team Leader is to provide day to day operational and clinical leadership for the Response and After-Hours Teams, including overseeing recruitment, induction, coaching/mentoring, supervision and performance management of all team members. The position is responsible for fostering a cohesive, supportive and positive working experience for all staff members and promoting safe and effective work with the people who engage with our service.

The position will inform and review intake and waitlist systems and processes, and creatively work towards improved processes, service delivery and consistent practice.

The position is supported by an organisation of highly skilled and qualified practitioners and receives regular clinical and administrative supervision and valuable peer and organisational support.

The position oversees a team that delivers:

- Initial contact for clients and professionals, seeking advice, information, and service support.
- Triage, intake, screening, assessment, and referral functions.
- Crisis responses during business hours for clients.
- Prevention, education and advocacy within the services system and with other organisations
- Facilitation of psycho-educational group work
- Therapeutic counselling within a brief intervention framework.

The position is based in Bendigo Victoria and may also be required to provide outreach services across the Loddon Region.

1. Direct Service

- 1.1. Provide effective clinical and organisational supervision to Counsellor / Advocates in accordance with CASACV's Supervision policy.
- 1.2. Appropriately respond to referrals and enquiries received from MDC partner agencies, external professionals and members of the public seeking information and/or our support.
- 1.3. Regularly review, in conjunction with the Clinical Services Manager, the standard of service delivery and address issues as they arise.
- 1.4. Oversee team clinical reports for a range of non-statutory and statutory agencies.
- 1.5. Oversee and participate in development and delivery of psychol-educational groupwork programs.
- 1.6. Understand organisational performance requirements, including statistical data collection, qualitative reporting and accountability measures.
- 1.7. Support staff training and professional development needs.
- 1.8. In consultation with the Clinical Services Manager, ensure that intake/allocation and wait list management is managed and monitored.
- 1.9. Maintain accurate and confidential staff files and other records, including statistical data entry, that meet legal and ethical requirements.
- 1.10. Hold a small case load as negotiated with the Clinical Services Manager.
- 1.11. Supporting newly employed Counsellor/ Advocates through induction to systems, processes, and practice frameworks.
- 1.12. In accordance with the CASACV Strategic Plan, assist in the delivery of community education and professional training to raise awareness of sexual assault and its impacts.
- 1.13. Maintain networks with relevant professional groups and community-based organisations.

2. Organisational Responsibilities

- 2.1. Attend regular supervision (organisational and clinical supervision) to develop own clinical practice, ensure quality client outcomes, manage potential impacts of the work on personal well-being, and ensure administrative requirements of the role are managed.
- 2.2. Assist in the identification and ongoing monitoring of clinical governance and risk requirements for CASACV, working with the Clinical Services Manager to optimise governance requirements.
- 2.3. Observation of CASACV policies and procedures.
- 2.4. Comply with relevant social and legal policy, as required.
- 2.5. Participate in staff and team meetings, clinical and administrative supervision, training and professional development.
- 2.6. Participate in continuous quality improvement and development of best practice.
- 2.7. In consultation with CASACV clinical staff, advocate among legal, medical, government and other systems with the goal of enhancing systemic responses.
- 2.8. If required, contribute to research and presentations, including but not limited to conferences, training and journal articles regarding CASACV practice.
- 2.9. Plan your time effectively to manage competing demands ensuring to meet the requirements of the role.
- 2.10. Participate in other activities and meetings relevant to CASACV.

Key Selection Criteria

Your application must address the following:

3. Essential Qualifications and Experience

Degree or above qualification in community services, social work, psychology, family therapy or similar discipline.

Minimum 3 years relevant experience post qualification.

4. Essential Skills, Knowledge and Attributes

1. Demonstrated leadership experience in a similar role, with transferable skills and knowledge and an ability to hold an organisational perspective.
2. Strong clinical expertise and highly developed understanding of trauma informed practice, sexual assault - the causes and impacts of sexual violence across the life course.
3. Knowledge of feminist, systemic and trauma informed theoretical frameworks and practice.
4. Proven ability to lead and engage in practice dialogue, to provide advice and expertise regarding complex clinical matters.
5. Knowledge and understanding of system responses to sexual assault and family violence, including legal, medical, generalist, mental health, and child protection responses.
6. Ability to engage with staff, teams and colleagues, build rapport, lead through change and the ability to prioritise competing demands.
7. Experience in managing team performance, performance management, recruitment & selection, coaching and development of employees.
8. Demonstrated ability to navigate and influence across complex systems with a high level of collaboration, stakeholder engagement and influencing skills.
9. Excellent communication and interpersonal skills with well-developed emotional intelligence, including self-awareness, resilience and positive aptitude.
10. Commitment to a learning culture and continuous quality improvement.
11. Excellent written and oral communication skills including timely and accurate written reports and able to clearly articulate and engage with a range of audiences – individuals, families, professionals and the court system.
12. Demonstrated ability to work autonomously, as part of a team and to value and contribute to a positive workplace culture.

Other

- Commitment to the strategic plan of CASACV.
- Commitment to continuous quality improvement and cultural equity in service delivery.
- Computer skills and proficiency in Microsoft applications.
- Current Victorian Driver's Licence.

Referees

Applicants must provide the name and current contact details of three professional referees

including the most recent manager or current supervisor.

Hours of Work

- The position is full time, part time will be considered (0.8 – 1.0FTE).
- Location of the position is in Bendigo and may include travel across the region.
- Business hours are 9.00am to 5.06pm between Monday to Friday.
- The days are based on the needs of the service.
- Flexibility in working hours will be required from time to time as the need arises.

Salary and Conditions

Industrial Instrument: *Loddon Campaspe CASA Enterprise Agreement 2015 - 2018*, Health Professional and Support Services Award HP level 3 \$98,622 – \$106,802 gross based on qualifications and experience.

Generous salary packaging is available with Fringe Benefits Taxation of up to \$15,900 each year; other expenses may be packaged over this cap.

The position is full time but may be negotiated at a reduced time fraction. The position is subject to successful completion of a six-month probationary period, reviews will be conducted during this period.

A current Working with Children Check and National Police Check is mandatory prior to commencement. If you have lived overseas for more than one year in the last 10 years you will be required to provide an International Police Check or two referees for that country.

Applications

To discuss the opportunity please call CASACV - Clinical Services Manager San on 5441 0430.

To apply for this position, please provide (note applications without these components will not be considered):

- CV
- Letter of introduction
- Response to key selection criteria.

Applications close: **9.00am, Monday June 21st 2021**

Email: **casacv@casacv.org.au** – Subject: **Response and After-Hours Team Leader**

Acceptance of Position Description requirements

To be signed upon appointment

Employee Name:

Signature:

Date:

This position description is subject to review and may change in accordance with the needs of our organisation, including our operations, clients and stakeholders