

yourtown Position Description

yourtown – Human Resources – All Sites



Job Title:	Kids Helpline Supervisor
Position ID:	New
Location:	Blacktown, New South Wales
Division/Programme:	Virtual Services
Immediate Manager:	Kids Helpline Service Manager - NSW
Direct Reports:	Counsellors
Bipers Class, Grade:	Class 56, Grade 12
Motor Vehicle Provided:	N/A, pool vehicle available for work purposes if required
Limit of Authority:	N/A
Uniform:	Elective
Practice Supervision:	Monthly
Compliance Requirements:	Working with Children Check Clearance – NSW Satisfactory National Criminal History Check

Background

yourtown is a charity with services young people can access to find jobs, learn skills, become great parents and live safer, happier lives.

Our mission is to enable young people, especially those who are marginalised and without voice, to improve their quality of life.

yourtown is a national charity employing a diverse workforce across Australia. All employees are to ensure their performance and behaviour does not detract from the principles of **yourtown's** mission, values and child and vulnerable adult safety.

Purpose of the Position:

To provide effective direct line management and supervision to counsellors within Kids Helpline NSW service.

Responsibilities/Duties:

May include, but are not limited to:

- Work collaboratively to deliver a quality service that enhance the lives of young people by focusing on their strengths and inherent abilities:
- People Management: Lead and manage a high performing team to achieve quality client outcomes:
 - Role model and uphold the **yourtown** Values and Behaviours.
 - Involvement in team development through; Recruitment & Selection, Induction, Training & Development, and ongoing performance reviews.
 - Ensure set objectives and KPI targets are met or exceeded.

- Ensure quality service delivery to clients that is relevant to their needs and focused on achieving employment outcomes.
- Alignment and participation within **yourtown** frameworks including performance agreements, individual development plans, performance management protocols, and handling grievances or disputes.
- Provide direct supervision, monitoring, coaching and support to counsellors on shift
 - Provide direct monitoring of counselling interactions via relevant modalities and provide support and direction to counsellors as required for responding to risk of harm
 - Provide debriefing, feedback and supervision to counsellors on shift
 - Manage all aspects of interagency referral and follow up
 - Facilitate, monitor and investigate incoming client complaints according to organisational procedures
 - Evaluate and support development of counselling practice in line with Kids Helpline frameworks, benchmarks and priorities
 - Facilitate and monitor aspects of crisis response and case coordination
 - In conjunction with the Workforce Planning Team, monitor service demand and allocate shift resources accordingly
 - Respond to problems related to systems including telecommunications, computer and management support systems
- Facilitate and monitor aspects of crisis response and case coordination:
 - Direct telephone calls and process involving Risk of Harm responses;
 - Liaise with, negotiate and advocate on behalf of clients and facilitate link to external agencies such as child protection, police, ambulance and mental health services in real time
 - Manage and review case coordination
 - Participate in ongoing Case Reviews
 - Negotiate access to service with clients
- Provision of stakeholder engagement and relationship management at a site and local community level as required.
- Participate in and meet the requirements for Practice Supervision and Client Skills Training
- Participate in other duties as may be required in order to achieve efficient and effective **yourtown** services
- Demonstrate an understanding of and meet the requirements of the position and all performance expectations
- Participate in and meet the expectations as agreed pursuant to the Organisational Performance System processes
- From time to time you will be required to assist in other locations. You will also be required to travel intrastate, or interstate, as required.

Selection Criteria:

Essential Knowledge, Skills, Abilities:

- I. University degree level qualification in psychology, social work, counselling or equivalent (e.g. social or behavioural sciences); plus a minimum of five years practice experience. Eligibility for registration and/or membership of relevant professional associations such as APS, AASW or PACFA is desirable

2. Ability to work a range of shifts across a service that spans between 8am to midnight, 7 days a week, providing flexibility and resilience and to work within a rostered shift environment
3. Previous experience leading and managing a team to achieve performance and organisational objectives and KPIs
4. Demonstrated capacity to efficiently manage the operational, technical and human resources of complex professional counselling services within a shift work environment
5. Demonstrated knowledge and experience in supervision practice
6. Demonstrated clinical knowledge and experience in the application of effective counselling models, processes, theories and techniques and the ability to apply this knowledge and experience to client management processes with due regard for ethical and legal responsibilities
7. A demonstrated understanding of appropriate counselling/practice frameworks, skills and knowledge in responding to young people from diverse backgrounds, with the ability to support professional services via telephone and online modalities.
8. Knowledge and understanding of relevant ethical standards, legislation and mandatory reporting requirements at a state and national level
9. Demonstrated high level communication (both written and verbal) skills, with the ability to build positive relationships to achieve successful outcomes

Desirable Knowledge, Skills, Abilities:

1. Eligibility for registration and/or membership of relevant professional associations such as APS, AASW, or PACFA

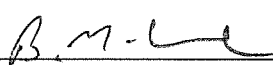
Requirements:

The successful applicant must at all times:

- Comply with the relevant state or territory requirements for working with children
- Satisfactory National Criminal History Check
- Demonstrate professional conduct, behaviour and communication that is in line with **yourtown's** Values and Behaviours.

Brendan Bourke

Executive's Name



Executive's Signature

23/12/2019

Date

Employee's Name

Employee's Signature

Date

(In signing and reading this position description, I understand and acknowledge its contents)

Date Position Description last reviewed: **October 2019**