

## JOB DESCRIPTION

Position Title:	Counselling Manager (internally referred to as Practice Manager – Therapeutic Services)
Position Type:	Full time, Ongoing
Location:	Wagga Wagga
Reporting Relationship:	Clinically to Director Clinical Governance and functionally to Director Operations
Position Classification:	The position is classified at Band F in accordance with the RACR Enterprise Agreement
Remuneration:	\$95,344.20 to \$99,263.66 per annum for full-time plus superannuation and PBI benefits
Reviewed on:	6 July 2020

### Roles and Responsibilities:

The Counselling Manager is expected to support the clinical governance processes of RACR, to develop, maintain, and manage the quality of the therapeutic practice and services operating within Relationships Australia Canberra & Region (RACR). Therapeutic services refer to any counselling, relationship education, and specialised family violence programs delivered by RACR. It also refers to any group work, casework or project that operates as a therapeutic service or any therapeutic work undertaken by RACR.

In consultation with the Director Clinical Governance and Director Operations, the Counselling Manager is expected to:

- Provide clinical support and leadership to staff involved in delivery of therapeutic services, including counsellors and family advisors;
- Provide supervision to a number of team members and ensure all members of the team have access to regular, quality, reflective supervision experiences;
- Contribute to the planning and execution of service streaming that allows RACR to provide a quality timely therapeutic service;
- Contribute to the implementation of universal risk screening of all clients and a framework for appropriate safety planning and referrals to other supports required by the client;
- Reflect and plan continual improvements to services based on feedback and emerging research and practice; contribute to the development of innovative service delivery models;
- In liaison with the Director of Operations, ensure that therapeutic programs are delivered within ethical practice principles and standards outlined by the clinical governance framework and budgetary limitations;
- With support of the Director Clinical Governance and the Director of Operations, set standards for quality service delivery and practice requirements, ensure client data is captured by practitioners

on a timely basis and evaluation of each program takes place as per pre-agreed timelines, with learnings feeding into a continuous improvement cycle;

- Work proactively with the leadership team to develop innovative service options across RACR disciplines;
- Create opportunities for the team to reflect on morale and wellbeing of its members and the broader RACR staff, and encourage healthy workplace relations and self care;
- With the support of HR and the Director Clinical Governance, ensure that recruitment, induction, supervision, professional development and performance appraisals of staff are carried out in a manner that has the client/family at the centre and is meaningful for the development of staff according to organisational policies;
- Liaise with service support staff, office coordinator, and client service officer teams to ensure a smooth and welcoming experience for all clients;
- Be a key part of the organisation's senior leadership team;
- Articulate RACR's vision, strategic and operational goals to therapeutic teams and help the team translate this into practice;
- Participate in the development, implementation and maintenance of a safe and healthy workplace and take reasonable care to ensure health and safety of staff and clients; and
- Any other duties as delegated.

### **Selection Criteria:**

#### *Essential:*

1. An appropriate tertiary qualification in, social science, social work, psychology, counselling, clinical work or a related area and current registration with a professional association (e.g. APS, AASW, PACFA, ACA).
2. Relevant experience in supervising a counselling team and providing leadership in delivering a range of services for individuals, children and young people, couples and families.
3. Demonstrate an understanding of the drivers, contributing factors, assessment and risk management relevant to family and domestic violence.
4. Ability to demonstrate a broad theoretical approach and demonstrated experience and skills in counselling/ clinical practice including the use of a systemic framework.
5. Demonstrated ability to cooperate and work collaboratively with multi disciplinary teams to facilitate a smooth transition for clients who may need other services or supports.
6. Demonstrated interpersonal, oral and written communication skills and computer literacy.
7. Knowledge of particular issues facing minority and diverse communities and ability to respond respectfully.

#### *Special Requirements:*

- Must provide current proof of registration for the NSW 'Working with Children' Check
- Current driver's licence.

- The position has responsibilities for services in the Riverina region. Therefore, occasional travel to the surrounding NSW areas is required.
- Capacity to work outside of normal business hours to support RACR services.
- Commitment to mission and values of RACR.
- Understand and embed restorative principles in their work and interaction with others.

**Contact Person:**

For further information about the position or application process, please contact the Director Operations for Therapeutic Services on 02 6122 7100, Director Clinical Governance on 02 6923 9102 or email [careers@racr.org.au](mailto:careers@racr.org.au).