

## JOB DESCRIPTION

Position title:	Senior Clinician
Approved by:	General Manager Clinical Services
Date effective:	October 2020

### PURPOSE

The purpose of this position is to provide individual and group clinical supervision to staff at a centre or centre(s), making professional judgements, offering feedback, support and challenge to ensure continuous improvement and to assist the Centre Manager to provide effective and efficient high-quality services and programs in alignment with RAV's contractual obligations and strategic direction.

This position is covered by the Relationships Australia Victoria Staff Enterprise Agreement 2013-2017, but otherwise would be covered by the Social, Community, Home Care and Disability Services Industry Award 2010.

### OUR ORGANISATION

Relationships Australia Victoria (RAV) is a valued provider of specialist family and relationship services. Our vision is for positive, safe and respectful relationships for couples, families, schools, workplaces and communities. Our objective is to relieve suffering, distress and helplessness and to enhance physical, social and emotional wellbeing. As a community-based, not-for-profit organisation with no religious affiliations, our services are for all members of the community, regardless of their religion, age, gender, sexual orientation, lifestyle choice, cultural background or economic circumstances. RAV provides services from 17 centres in metropolitan Melbourne and regional Victoria, and from additional outreach locations. The corporate support team is based in Camberwell.

### POSITION SUMMARY

Working within a changing environment, this role supports the Centre Manager to ensure that the team deliver high quality professional services which align with RAV's strategic direction and meet contractual obligations. The Senior Clinician position comprises components of clinical supervision of practitioners and client service delivery (as required), to support the Manager with achieving a high level of service delivery.

### KEY RESULT AREAS

Area	Tasks
Delivery of a range of high-quality programs and services	<ul style="list-style-type: none"> <li>Support clinical staff through individual and group clinical supervision, offering feedback, coaching and advice. Lead and facilitate effective clinical and case consultation team meetings. Assist clinicians with ensuring appropriate services are delivered to clients in a timely and clinically safe way.</li> <li>Managing risk with early identification to line management or any practice or performance issues.</li> </ul>

	<ul style="list-style-type: none"> <li>• Support line management in the management of client complaints and performance matters with a focus on continuous improvement.</li> <li>• Work closely with the Client Services Coordinator to ensure efficient and client focused procedures are developed and maintained, that strengthen and support the clients' experience in accessing RAV services.</li> <li>• Support placement of Counselling Interns at the centre when required.</li> </ul>
Practice, Supervision and Service Delivery Quality Assurance	<ul style="list-style-type: none"> <li>• In conjunction with the Centre Manager, monitor clinician training and professional development needs, to identify, support and assist with facilitating clinical and ongoing practice development and positively respond to organisational and client needs.</li> <li>• Support and co-operate with RAV policy development and implementation, contributing to the development and review of policies.</li> <li>• Ensure staff receive regular, supportive, and structured clinical supervision, debriefing, support, and feedback with the capacity to conduct reflective practice.</li> <li>• Participate in regular clinical supervision with the Practice Specialist in Therapeutic Services from the Practice, Quality and Evaluation Team, and the Peer Group team.</li> <li>• Participate in the Supervision of Supervisors (SOS) group.</li> <li>• Ensure accurate and appropriate case records are maintained by all clinicians and that the required data collected is compliant with service standards and program accountabilities.</li> <li>• Provide ethical and professional counselling/therapy services to individuals, couples, and families in order to stabilise and improve their relationships and the long-term negative effects of family conflict and abuse. This may include psycho-educational group work.</li> </ul>
RAV Strategic and operational involvement	<ul style="list-style-type: none"> <li>• Ensure alignment with RAV Strategic and Operational requirements and related activities including – <ul style="list-style-type: none"> <li>○ implementing contemporary practice,</li> <li>○ current policy and organisational objectives,</li> <li>○ collaborate with the manager and key staff</li> <li>○ contractual obligations and productivity requirements are met.</li> </ul> </li> <li>• Assist the Centre Manager, when required, with the recruitment of suitable clinical staff and mentor, coach, and support clinicians to ensure they adhere to RAV Clinical Governance Framework and to RAV organisational policies and procedures.</li> </ul>
Policies, procedures and systems	<ul style="list-style-type: none"> <li>• Adhere to, and comply with RAV organisational policies, processes, and procedures, using appropriate systems where required.</li> <li>• Model the organisation's values, play a role in raising the profile of these values and associated behaviours across the organisation including a positive contribution to workplace harmony and displaying cooperative team behaviour.</li> <li>• Proactively communicate, identify, report, assess OHS related risks and hazards within the centre(s).</li> </ul>
Continuous improvement	<ul style="list-style-type: none"> <li>• Demonstrate commitment to the objectives of the team, centre and organisation and show considerable drive and effort in achieving work and organisational goals.</li> </ul>

	<ul style="list-style-type: none"> <li>Identify, develop, and support and/or implement new initiatives, quality and continuous improvement activities as part of a continuous improvement process in own work, team, centre and organisational goals.</li> </ul>
Other	<ul style="list-style-type: none"> <li>This position description is not an exhaustive list of responsibilities and you will be expected to perform different tasks which fit with your skills, abilities and knowledge as may be necessary according to the changing business environment, services and the overall objectives of RAV.</li> </ul>

## REPORTING

Line manager:	Centre Manager.
Manages:	Clinical staff, Interns.
Key internal liaison:	Managers, Senior Managers, Practice Specialists, other program Coordinators and Senior practitioners (where relevant), ICT.
External liaison:	Relevant organisational and community networks.
Note:	Reporting arrangements may change from time to time depending on business requirements.

## OUR VALUES

INCLUSIVITY	Treating all people equally.
RESPECT	Treating everyone with respect.
INTEGRITY	Behaving with integrity in all our dealings.
TRANSPARENCY	Being open and honest in our communications.
ACCOUNTABILITY	Using our resources responsibly.
EFFECTIVENESS	Providing high quality, effective services and maintaining the highest professional standards.
ADAPTABILITY	Proactively responding to change to meet the needs of the community.

## KEY PERFORMANCE INDICATORS (KPI's)

- Programs and services offered are of high quality and client centred.
- Supervision is performed as required within the Staff Enterprise Agreement.
- Clinical practice, performance or behaviour issues are raised with Centre Manager and proactively dealt with.
- Services meet contractual obligations.
- Services are provided within framework, within budget, on time, professionally within quality framework to measures including:
  - Policy and procedures
  - Occupational Health and Safety
  - Client and financial record keeping
  - Practice productivity
  - Quality frameworks
  - Supervision expectations/Compliance

## KEY SELECTION CRITERIA (KSC)

### Mandatory KSC:

- Tertiary qualifications in Psychology, Social Work, or Occupational Therapy with further post graduate qualifications in mental health, family violence, counselling, and family therapy.
- 5 years' experience undertaking clinical supervision in a similar working environment, supervising / leading a clinical team.
- Highly developed and demonstrated communication skills, with a particular emphasis on providing constructive and proactive feedback in relation to contemporary practice and improvement

- Sound judgment and problem solving skills, an ability to contribute to the planning and development of the service and a capacity to manage change.
- Experience in working with Family Violence, Mental Health, Child Protection and relevant service sectors
- Experience of working in a case management framework within integrated service responses
- Candidates with demonstrable skills, from previous experience with organisations and or culturally diverse client groups, staff and workforces or stakeholders are highly valued at RAV.
- Satisfactory completion of a National Police Check, International Police Check (if applicable) and Working with Children check (if required).

#### **Highly Desirable KSC:**

- Candidates who are Aboriginal, Torres Strait Islander's, people with a disability or others from under-represented culturally diverse backgrounds are encouraged to apply.
- Eligibility for membership of a professional body (e.g. the APS, AASW, or an appropriate organisation).