

# Position description

<b>Title</b>	<b>Team Leader Family Violence- Therapeutic</b>
<b>Reports to</b>	Coordinator Family Violence Services
<b>Classification &amp; Salary</b>	SCHCADS Level 7 (plus super and salary packaging)
<b>Employment Status</b>	Full Time, Ongoing
<b>Primary Location</b>	Mornington Peninsula
<b>Date</b>	January 2021

## **Good Shepherd Australia New Zealand (GSANZ)**

Our three-year strategy outlines the world we want to see and our role advancing in it. It also speaks to the positive impact we will deliver to support women, girls and families to be safe, secure, strong and connected. We are committed to tackling the issues of our time which adversely affect them. We work to advance equity and social justice and support our communities to thrive.

We seek to increase economic participation and wellbeing, to build resilience, improve safety and bring about system change. We offer microfinance programs and products, financial counselling and coaching, family violence support, family and youth programs, playgroups, education programs and community houses. These services are complemented by research and advocacy to address the underlying structural causes of injustice, exclusion, and inequality.

## **Role Purpose**

The Team Leader, Family Violence leads a team of family violence counsellors and practitioners in Victoria's Bayside Peninsula Area to deliver high quality service to women and children who have experienced or are experiencing family violence. This role sits within a leadership team providing extensive knowledge and expertise to all of Good Shepherd's family violence programs, including the Bayside Peninsula Support and Safety Hub (Orange Door), women's and children's counselling and family violence case management, including support of clients living within the community or residing in refuge, motel or transitional housing accommodation. This role is critical in ensuring there is continued review of practice through a trauma informed lens and provision of ongoing guidance to the team on the MARAM Framework and FVISS.

This role requires experience in all aspects of leading a team managing high risk family violence clients and providing family violence counselling to women and children. Team Leaders are also required to participate in the After-Hours Crisis Response program and may be required to carry a caseload of clients including family violence counselling clients. This role also involves providing clinical supervision to the family violence counsellors and other staff members in a therapeutic role and creating reflective group supervision for the family violence team.

The Team Leader is responsible for assisting in the day to day operations, supervision and reporting in line with service agreements and organisational expectation and will assist to develop and lead a highly competent, engaged and professional team; maintaining a focus on best outcomes for women and children.

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## **Key Responsibilities**

- Lead a multi-disciplinary team of family violence practitioners and counsellors recognising individual strengths, needs and areas of development
- Develop and lead a highly competent, engaged and professional team
- Plan and manage case work and family violence counselling, and the day-to-day delivery of services to clients
- Respond to and develop strategies to mitigate risk for clients
- Develop and implement systems to ensure timely and accurate data collection and reporting
- Work effectively with partner organisations, internal and external stakeholders
- Apply performance management processes to achieve positive outcomes
- Provide high quality, strength based, reflective and clinical supervision to family violence counselling and case management staff
- Ensure employees understand and implement Good Shepherd policies and procedures
- Participate in quality processes to ensure the delivery of effective, high quality services, delivering best outcomes for clients
- Ensure oversight of service delivery and achievement of service delivery targets in line with funding and partner agreements
- Ensure the delivery of evidence informed services and measurable client outcomes
- Assist in the day to day operations and reporting in line with service agreements and organisational expectation
- Other duties consistent with the position where required and/or requested by the Manager

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## **Responsibilities of Good Shepherd Employees**

### **Strategy**

- Deliver service aligned with team operational plan and Good Shepherd's strategic plan
- Contribute to development of team plan
- Demonstrate understanding of social justice and community capability building concepts

### **People**

- Demonstrate commitment to own learning and development
- Contribute to development of a high-performance team through demonstration of capabilities outlined in Good Shepherd's leadership capability framework
- Participate actively in regular formal supervision
- Share knowledge and practice insights with colleagues
- Take responsibility for own wellbeing

### **Clients**

- Deliver best practice service to clients in line with agreed goals/contribution
- Seek feedback from client/stakeholders/peers in order to reflect and improve on service support for own practice
- Maintain a client-centred approach to service delivery at all times

### **Service Delivery and Operations**

- Deliver all services in line with service standards and program procedures
- Maintain accurate data, information and reporting at all times
- Maintain agreed service level agreements
- Provide timely reporting in line with department requirements
- Other duties as reasonably required

### **Stakeholders**

- Liaise effectively with referral network
  - Work collaboratively with other service providers to deliver valued outcomes for clients
  - Develop constructive, collaborative relationships with other Good Shepherd team members and department
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## Compliance

- Demonstrate behaviour consistent with Good Shepherd mission, values, behaviours and policies at all times
- Maintain agreed quality standards
- Maintain OH&S standards at all times

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## Qualifications, Experience and Mandatory Requirements

- Formal qualifications in Social Work, Psychology, Counselling or a related discipline to degree level is essential
- Experience working in a leadership role within the family violence, family services, child protection or related context
- Experience in counselling is essential, as this role will be supervising counsellors and may also require maintaining a family violence counselling caseload
- Experience in a specialist counsellor support role for those impacted by family and/or sexual violence is highly desirable
- Experience in providing clinical supervision to counsellors
- Experience working with diverse groups and cultures
- Experience leading a dynamic team through a process of change management
- Relevant experience in the family violence or related sector

### Employment is subject to:

- Relevant Qualifications/Registration Name
- A current Australian Drivers Licence
- A satisfactory Police Check
- A current Working with Children's Check (WWCC)
- Proof of the right to work in Australia

The above requirements will need to be supplied and verified prior to commencement

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## Key Selection Criteria

1. Demonstrated ability to lead, develop and manage a team in a changing environment, including the ability to plan, prioritise and influence individual and team performance to achieve business outcomes and targets
2. Experience in counselling, preferably family violence and/or sexual assault, and leading a team of counsellors
3. Experience in supporting staff through feedback, coaching and mentoring, including management of performance and workplace behaviour and conduct within set frameworks
4. High level verbal and written communication skills including the ability to compose clear, accurate and professional documentation
5. Extensive experience in the management of a large multi-disciplinary team in a service delivery environment
6. Experience working in a leadership role within the family violence, family services, child protection or related context

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## Values & Behaviours

We are all co-responsible for the delivery of the Good Shepherd Mission and living our values by modelling these behaviours in all that we do.

Value of each person | Reconciliation | Justice | Zeal | Audacity

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## **Additional information**

### **The above requirements will need to be supplied and verified prior to commencement**

Work Health and Safety (WH&S): All team members are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by reporting all incidents and injuries as well as cooperating with any measures introduced in the workplace to improve WH&S.

**Pre-existing injury:** The person appointed to this position will be required to disclose any pre-existing injuries or disease that might be affected by employment in this position. This will assist the organisation in providing a safe work environment.

**Equal opportunity:** Good Shepherd is an equal opportunity employer. We recognise the rich diversity of people across Australia. We are committed to ensuring that our team is reflective of the diverse community we serve and to supporting a culture of equity, inclusion and diversity. All team members have a responsibility to be familiar with and adhere to the organisation's policies and procedures.

**Child Safe Employer:** Good Shepherd Australia New Zealand is a Child Safe employer. Employment is subject to satisfactory referee checks, a current employment working with Children Check, National Criminal History check and proof of the right to work in Australia.

**Cultural competency:** Good Shepherd strives to maintain a culturally competent and inclusive workplace. All team members are expected to undergo cultural competence training as part of their professional development plans.

**Salary packaging** is available to all employees.