# POSITION DESCRIPTION

# **MST-CAN Clinical Supervisor**

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| SERVICE: | Integrated Services |
| REPORTS TO: | Practice Manager MST-CAN |
| AWARD LEVEL: | SCHADS Level 6 |
| CAPABILITY FRAMEWORK -Specialist Professionals: | Level 10 |
| LOCATION: | CatholicCare Diocese of Broken Bay |
| STREAM: | MST-CAN (Multi-Systemic Therapy – Child Abuse and Neglect) |

## PURPOSE

The MST-CAN Clinical Supervisor will provide the MST-CAN Therapists and Caseworkers with clinical supervision, ensuring model adherence. Modelling and training of staff to build their capabilities in modalities needed for effective and compliant service provision. Stakeholder engagement including National and International intermediaries is required to inform on outcomes, issues, supervision and staff development, providing feedback and assistance to the Practice Manager pertaining to outcomes, reporting and adherence to the model of MST-CAN team. The supervisor will attend client sessions to supply extra services, supervise or train staff and for case closure celebrations.

## Special conditions of employment

* A car may be packaged into this role and Clinical Supervisor is responsible for FBT payment associated.
* After hours on call escalation has been packaged into this position
* Be flexible with work hours and travel to other work sites, as required.
* Completion of compulsory MSTCAN Related training

## EDUCATION, QUALIFICATIONS AND EXPERIENCE

##### Essential:

* Tertiary qualifications in a relevant area (PH. D. or Master’s degree in Clinical or Counselling Psychology, Social Work, registered Psychologist or a related subject area.)
* Significant experience or extensive knowledge in Family systems theory and application
* Experience in supervising and training of multidisciplinary teams, with a strong ability to build effective engaged teams with a positive work culture
* Demonstrated networking and advocacy skills with both internal and external stakeholders
* Social ecological, behavioural therapies, cognitive-behavioural therapy theories and application particularly in the areas of trauma treatment and anger management
* Demonstrated ability to manage crisis situations and make sound decisions under pressure
* Family Problem solving and engaging and effective communication skills
* Continual child development research and its application in treatment

**Other Mandatory Requirements:**

* National Criminal History Check
* Working with Children’s Check
* Current NSW Driver’s Licence
* Advise CatholicCare Diocese of Broken Bay in writing of any condition that may impact on the ability to perform the responsibilities required of this role, including any change in circumstance that may impact on your Mandatory Compliance checks as listed.

## KEY RESPONSIBILITIES

* Promote a 'risk-aware' culture where staff proactively identify, report and address all forms of risk to clients, staff and CatholicCare.
* Provide an environment that is safe for children, young people and adults, free from harm and promoting staff commitment to safeguarding.
* Ensure compliance with incident management, reporting and escalation requirements and that organisational obligations under mandatory reporting, child protection, safeguarding and WHS are met.
* Ensure safety standards are maintained for self and others and all hazards and incidents are reported within appropriate timeframes.
* Ensure all MST-CAN supervisory requirements are being met.
* Ensure contract compliance is met within stated timeframes working with the MST-CAN Practise Manager and DJC, Their Future Maters, MST USA and CatholicCare
* Address any program compliance issue as they arise with Practise Manager particularly relating to referral/acceptance and therapist KPI’s.
* Ensure this team is integrated with all CatholicCare Integrated service staff for support and shared wisdom.
* **Positive Team Culture**: Lead by example according to CatholicCare’s values of Respect, Hope, Commitment, professionalism, excellence and Social Justice to build and maintain a positive and engaged team culture.
* **Building Own Capability**: Embrace regular Monthly Development Meetings, as well as any other program-specific Supervision required, with a focus on your own wellbeing and to monitor goals for professional/personal development opportunities. Follow the standards set within the "Capability Framework- Key Result Areas", which provides the skills, knowledge and capability requirements for all positions within our organisation.
* Commitment to working respectfully with Aboriginal and Torres Strait Islander and Culturally and Linguistically diverse clients, communities and staff
* Other suitable duties as required from time to time to support the service within skill set, knowledge and scope of the role.

## CAPABILITY FRAMEWORK - KEY RESULT AREAS

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| Key Results Areas | Capability Requirements | Performance Indicators |
| Organisation Mission, Vision & Values | * A comprehensive understanding of: The human rights-based approach across the range of services provided to family, child and youth support; Individual and community context of services, and CatholicCare mission, vision and values.
* Understands various environments in which the organisation operates, e.g. social, financial, and political. Demonstrates behaviour consistent with the values.
* Working knowledge of the strategy and objectives of the organisation and the financial imperatives under which it operates. A broad knowledge of related organisations.
 | * Behaves consistently with the human rights-based approach and organisation mission, vision and values.
* Shows comprehensive understanding of service delivery challenges in various operational contexts.
* Collaborates and communicates between organisation areas to leverage off shared information and increase efficiencies.
* promotes connectivity between organisation areas; avoids silo mentality
* Leadership including judgements, analysis and outcomes indicate a working knowledge of the strategic direction, objectives and financial imperatives.
* Recommends and provides inputs aligned with strategic/organisation direction.
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| Leadership/ Stewardship Teamwork | * Develops plans and schedules for projects and/or service offerings. Sets objectives, shares information and recommends budgets.
* May provide operational supervision of team leaders and build and coach a management team. Ensures projects and/or service offerings meet delivery expectations/agreements.
* Provides day-to-day professional advice and support to other professionals. Consults on issues associated with the success of projects/services.
 | * Projects are appropriately designed and are completed on time, within agreed budget and result in agreed service outcomes.
* Schedules and conducts regular briefings on an agreed basis with senior managers to report on progress and contribute to service management and improvement.
* conducts consultations within the team and beyond in a timely manner
* Professional advice includes considerations of all relevant factors.
* Conducts appropriately timed briefings and progress meetings.
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| Communication/Collaboration | * Uses varied communication techniques across all levels internally and externally to engender positive engaging relationships.
* Works consistently within role boundaries to manage relationships, collaboratively, constructively and consistently, exercising judgement. Understands the positions of others.
* Exercises a range of effective influencing and collaborative skills. Uses a broad network of contacts to resolve functional issues.
* Works to resolves conflicts in the first instance within role and functional limits; refers where appropriate. Participates in complex negotiations.
 | * Maintains and successfully communicates with key relationships at all levels
* Uses written communication appropriate for the audience and the role
* Expresses information clearly and succinctly
* Distributes information in a timely manner
* Achieves service outcomes through appropriate influence and negotiation
* Applies effective interpersonal skills and conflict resolution skills as needed
* Maintains an appropriate and effective broad network of contacts
* Engages with other professionals within own role scope, discipline and within the organisation.
* Meets regularly with senior managers and other stakeholders and maintains documented minutes and action items.
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| Person/family/ Customer Service | * Takes responsibility for and effectively deals with complex internal and external customer relationship requirements.
* Leads in the application of the practice framework and use of outcomes measures to deliver results for customers.
* Provides specialist advice on the more complex customer relationship protocols and complaint mechanisms. May personally handle complex, sensitive or serious matters.
 | * Interacts with customers effectively on agreed issues.
* Has credibility and delivers sound advice to internal and external customers
* Outcome measures developed consistent with the practice framework.
* Develops process improvement in response to incidents and customer complaints.
* Identifies root causes for issues and develops options to prevent issues from re-occurring.
* Presents methodologies to work through issues.
* Supports decision making within the team through providing appropriate background and process
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| Personal Accountability | * Understands the impact of legislation and standards on work practices.
* Recommends changes to policies & procedures to accommodate changes in external requirements. Ensures changes do not compromise quality or standards of service.
* Evaluates processes and makes or recommends changes.
* Participates in policy and procedure development. Demonstrates and ensures safety, financial and general accountabilities in team.
* Markets and promotes organisation service offerings and brand.
 | * Professional advice, work processes and outcomes clearly indicate a comprehensive understanding and application of relevant legislation.
* Aligns recommendations to organisation strategic direction, considering implications and ramifications
* Works self-sufficiently, independently and autonomously organises workflow.
* Evaluations reflect sound judgment based on experience and knowledge.
* Adjusts and amends processes through a process of diagnosis, development, testing, implementation and monitoring of results.
* Demonstrates integrity in the role.
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| Quality Improvement & Innovation | * Evaluates day-to-day situations and makes evidence-informed judgments utilising professional experience.
* Identifies strategic issues and assists with the development of strategic options/plans for specific policies, programs.
* Researches new practices for the development and administration of policies and programs.
* Evaluates alternatives and recommends changes based on quality improvement data. Implements changes that impact across the organisation or specific areas of operations.
 | * Evaluations based on sound judgement and analysis and incorporate relevant research evidence.
* Demonstrates consideration for wider organisation issues and strategic direction when making decisions
* Develops solutions and adds value based on senior professional knowledge and practice experience.
* Understands and applies processes to effectively implement change.
* New policies and programs reflect latest research.
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| Persons/Family Centred Knowledge & Application | * Identifies and acts on opportunities for improvement of policies and practices to reflect and enhance persons/family practice.
* Using specialist/advanced professional understanding of the principles of persons/family practice, develops recommendations and implements solutions on the more complex and sensitive issues.
* Identifies resource needs and assesses practices for obtaining persons/family resources and expertise.
* Provides advanced practice level advice and assistance on persons/family case planning and support provision.
 | * Reputation in persons/family practice is high across the sector.
* Recommendations and solutions implemented reflect specialist/ advanced professional capability.
* Development of methodologies and tools enhance service outcomes for the more complex, sensitive persons/family requirements.
* Undertakes professional supervision including coaching and guiding less experienced professionals.
* Evaluations result in identifying any gaps and provide the basis for the allocation of appropriate resources.
* Highly respected professional advice within area and across the organisation.
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| Group work | * Consulted by others in the area of group work and group services needs assessment and delivery.
* May coordinate the delivery of specific group work practices and methodologies.
* Evaluates day-to-day group work issues and makes judgements based on well-developed professional experience.
* Researches new approaches to issues and practice. Evaluates alternatives and recommends changes. Implements creative practice solutions to group work issues in a timely manner.
 | * Key organisation resource for professional advice on complex matters and issues.
* Effective coordination of service delivery.
* Evaluations reflect sound judgements, analysis and meet expectations for specialist/advanced practice level professional capability.
* Recommendations based on evidenced based research and specialist/advanced practice professional experience.
* Solutions implemented incorporate creative thinking.
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| Professional Practice (Evidence-based Practice) | * Uses innovative, advanced professional practices and specialist knowledge in the application of: Research; Persons/family professional practice standards and safe practices to solve issues and achieve significant practical improvements in customer service delivery. Undertakes the relevant research and assists with the more complex research.
* May coordinate the delivery of specific practices and methodologies. Follows up and provides advice and training in complex technical/professional issues.
* Identifies customer service and standards issues and assists with the development of revised and improved practices and customer services.
 | * Professional practice reflects specialist/advanced practice knowledge and practice experience including appropriate level of research on evidence-based practice methodologies.
* Appropriate focus on developing alternative methodologies and tools to meet complex customer needs.
* Effective coordination of service delivery to meet complex customer requirements.
* Provision of professional supervision, coaching and guidance increases the effectiveness of service delivery.
* Evaluation of service outcomes identifies any opportunities for improving service delivery and leads to the implementation of new and or revised service standards.
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| Assessment, Inquiry & Decision Making | * Provides very complex persons/family strengths-based assessments and interventions. Liaises with external professionals when required. Using comprehensive knowledge and applying specialist and advanced practice, develops and implements complex interventions and case plans based on customer needs and goals.
* Manages less common and/or very complex referral issues.
* Maintains appropriate customer contact. Provides day-to-day professional case planning and management advice and support to other professionals. Supervises professional practice.
 | * Very complex strength-based assessments and interventions are consistent with expectations at the fully proficient level of competence.
* Outcomes reflect capability at the specialist/advanced practice level when developing case plans to meet very complex needs.
* For very complex cases, enquiries and issues are managed appropriately and reflect specialist/advanced practice knowledge of the key issues across relevant professional practice areas.
* Professional case planning meets all practice framework requirements including appropriate timely advice to management and other professionals.
* Professional supervision meets required professional standards.
* Less common and/or very complex referrals effectively managed.
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| Community Engagement & Education | * Arranges and coordinates effective community engagement and education programs, including appropriate needs analyses.
* Implements private & government partnerships and capacity building programs. Maintains & evaluates effectiveness of partnerships. Maintains relationships with government agencies, community organisations, media, and support groups or businesses.
 | * Planning and implementation of community engagement and education programs is effective and meets strategic objectives.
* Effective plans and mechanisms in place for engaging with the community, monitoring progress and making sound decisions.
* Timely briefings and advice to management and other professionals on plans to engage the community are timely and include all key relevant factors.
* Evaluations of external partnerships and relationships identify strengths and weaknesses and include recommendations for change.
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| Reporting, Documentation & Administration | * Ensures case planning, reporting, documentation and record-keeping requirements are efficiently dealt with using available information and communication technology. Prepares complex reports for senior management using specialist/advanced professional skills and experience.
 | * Provides insight and makes recommendations to improve billing consistency, taking into account contractual obligations.
* Evaluates effectiveness and timeliness of reports and makes recommendations for improvement.
* Provides support to less experienced staff and is able to provide clarification on files, data, information and records.
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