

Position: Clinical Manager

Reports to: Executive Director/ General Manager

Functional relationships:

Internal:

Executive Director/ General Manager
Clinical Consultant
Core Services Manager
Survivor Specialists, HSB Specialists, Facilitation Specialists
Practice Leaders group

External:

Police
Crown prosecutors
Specialist victim advisers
Sexual violence sector agencies
Social service providers
Restorative Justice providers
SV Sector
Corrections staff
Court staff
Judiciary
Private counsellors & counselling agencies

Key Objectives and responsibilities

The overall objective of the role is to work collaboratively with the Executive Director/General Manager, Core Services Manager and the Specialist Team to advance the purposes of the organisation, contributing primarily through the provision of effective and efficient clinical management services within the confines of PRNZ's vision and values.

This will be achieved by:

1. Holding responsibility and accountability for the successful delivery of service and completion of tasks of the Specialist Team in line with the strategic plan.
2. Recommending and implementing plans, practice standards, policies and projects that enhance the quality of the organisation's restorative justice services (for survivors who have been impacted by sexual violence).
3. Sharing cooperative responsibility and accountability that contributes to an integrated organisation, as a senior manager.

4. Developing effective professional relationships and a positive community profile so as to contribute to the success of PRNZ's clinical services and of the organisation and its work.

Key Management Tasks:

1. Contribute to the effective management and development of the organisation through:
 - 1.1. Commitment to collegial management practices.
 - 1.2. Providing inspirational leadership to the Specialists Team and affiliated providers, working with respect for staff expertise and specialisation.
 - 1.3. Contributing to a healthy workplace culture and ensuring that the practices of a 'good employer' are maintained at all times.
 - 1.4. Working in partnership with the Executive Director/General Manager, Core Services Manager to initiate and implement service improvement and development of PRNZ's services.
 - 1.5. Assisting with the extension of sector and organisational knowledge about responses to restorative justice via involvement (internal and external) as appropriate with initiatives, training and professional activities and the like.
 - 1.6. Managing the Specialist Team through change management practices as the service expands.

2. Delivery of Services

Manage the provision of speciality services so that the clients of Project Restore receive a high quality of service, through:

- 2.1. Providing clinical oversight of core practices, monitoring of clinical standards and functioning of staff, and providing clinical consultation or supervision to Specialist Team as required. Work under the guidelines of PRNZ's code of conduct.
- 2.2. Ensuring that the specialist service is delivered in accordance with appropriate practice standards, policy adherence, and performance standards, and in line with PRNZ's commitment to improving service delivery.
- 2.3. Managing liaison and partnership relationships with external agencies and agents so that the integrity and quality of service provision is maintained, and client needs are represented and advocated with other organisations.
- 2.4. Contributing to the holistic integrated service model (three-legged stool) that provides service users with a supported wraparound service. This includes ensuring that policies and procedures that support such a model are maintained.
- 2.5. Responding to changing patterns of client needs as evident from client feedback, staff reports, statistical trends of service use and feedback from service partners. This may include realignment of current resources or standards, or development of new initiatives or standards.
- 2.6. Providing consultation, training or advice to other services, agencies and practitioners as required and possible within resources.
- 2.7. Practice model and standards are recorded, implemented, and regularly reviewed.
- 2.8. Ensure that casework allocations are appropriate to the needs of the clients and the case.

3. Leadership Responsibilities

Lead and manage the Specialist Team, supporting their professional activities and providing them with a safe working environment by:

- 3.1. Ensuring effective recruitment, orientation, training, and integration of new Specialist staff into the organisation.
- 3.2. Having due regard for the safety of staff and clients.
- 3.3. Supporting and developing staff by identifying and responding to staff needs, leading professional development and self-care planning.
- 3.4. Ensuring internal and external supervision of staff meets Project Restore requirements.
- 3.5. Managing team functioning and relationships, providing clinical consultation to staff, supporting staff in their internal and external interactions and relationships, including those which may be experienced as difficult.
- 3.6. Keeping up to date with research, theoretical and developments in the fields of restorative justice, trauma, sexual abuse and related areas.
- 3.7. Ensuring high-quality relevant training and development of Specialist Team and affiliates.
- 3.8. Developing Project Restore's role as provider of Restorative Justice training both in-house and for the wider RJ community, in line with service development plans.
- 3.9. Facilitating staff access to support and consultation outside the agency where this is indicated – particularly to support safe practice with regard to cultural and other particular needs.

4. Manage delivery of specialist services within an approved budget, contracted service specification standards and legal requirements.

- 4.1. Monitor expenditure and meet your budget targets. Cooperate with and report to Executive Director/GM with regard to financial management of RJ services.
- 4.2. Ensure legal and contract compliance requirements and standards are met and that reporting is completed as required in a timely manner
- 4.3. Cooperate with the Core Services Manager to ensure the efficient availability and maintenance of resources necessary to the provision of RJ services.
- 4.4. Cooperate to maximise income derived from RJ service activities and associated training within the confines set in the annual budget.
- 4.5. Provide direction and co-ordination of duties and tasks for the Specialist Team, ensuring understanding of team objectives, whilst working together to achieve PRNZ's organisational goals.
- 4.6. Foster a cohesive, creative and comfortable working environment, mediating any interpersonal issues within the team. Provide leadership and direction where necessary.
- 4.7. Ensure team strategies are in place, working with remote teams, using technology, workplace diversity and appropriate management styles.
- 4.8. Ensure that all Specialist Team members accreditation meets requirements and is up to date.
- 4.9. Allocate cases and referrals in-line with the protocols of the Practice Manual and in collaboration with the Core Services Manager.

5. Policy, practice standards and planning

- 5.1. Monitor and develop practice and performance standards and policy to ensure the high-quality delivery of RJ services, through:
 - 5.1.1. Reviewing and implementing policy and practice standards that support the functioning of the services.
 - 5.1.2. Collaborating with Executive Director/GM, the Core Services Manager and other team members to develop policy as required.
 - 5.1.3. Ensuring the evaluation of service provision by eliciting information from clients and stakeholders including partnership providers.
 - 5.1.4. Keeping up to date with Government policies and strategies that may affect service delivery.
 - 5.1.5. Networking with other services to maintain an awareness of current service availability and parameters of delivery by other agencies – within resource constraints.
 - 5.1.6. Maintaining awareness of developments and opportunities to create positive changes in service provision.
- 5.2. Initiate, undertake and implement service delivery planning so as to support the above functions and requirements.

6. Ensure that Project Restore can demonstrate the value of the service and support continuous quality improvement through:

- 6.1. Client feedback and evaluation systems are in place.

7. Reporting and authorities:

- 7.1. Implement the decisions of the Executive Director/GM and meet reporting requirements as set out in policy or as requested.
- 7.2. Report on progress and achievements as required including regular reporting to the Executive Director/GM and supporting regular reporting to the Board.
- 7.3. Regular reports to the Executive Director/GM and Core Service Manager regarding progress and challenges in relation to mandated and agreed tasks.
- 7.4. Delegate tasks and areas of work to Specialist Team staff as appropriate.
- 7.5. Regular reporting to staff forums as appropriate.
- 7.6. Compliance with reporting requirements of any funding or relevant external body.
- 7.7. Contracting the expenditure of goods, services and capital items within an approved budget and as per financial guidelines.

8. Operational Style:

- 8.1. The Clinical Manager is required to respect, maintain and promote the vision and values of the organisation and uphold all the policies and procedures of the organisation as well as the existing practices of the professional staff.
- 8.2. The culture of the organisation is collaborative, consultative and inclusive and therefore, the Clinical Manager is required to respect, maintain and promote this approach to problem solving and to the achievement of performance objectives.
- 8.3. The Clinical Manager is expected to continuously and actively review, evaluate and recommend improvement of the services of the organisation and is required to bring a clinical awareness to planning and decision-making.

9. The Clinical Manager is expected to respect individual and cultural diversity, to apply good employment practices to the recruitment and treatment of staff, recognise the particular needs of Māori and the need for a bi-cultural consciousness within the organisation.

10. Monitor and attend to work related stress and trauma – for oneself, staff, and the organisation as a whole.

Person Specification

1. Qualifications, skills, knowledge and experience

- 1.1. NZQA approved qualification in the field of counselling, psychology or psychotherapy.
- 1.2. Current full member of a professional counselling, psychotherapy or psychology body, including practicing certificate in relevant discipline e.g. counselling, psychotherapy, social work or psychotherapy.
- 1.3. Minimum eight years clinical experience working in the sexual violence response sector. It is preferable that this experience includes working with survivors, families, and those with harmful sexual behaviour.
- 1.4. Experience working in collaborative roles with sexual violence sector agencies (Ideal)
- 1.5. Ability to meet criteria and maintain Ministry of Justice restorative justice accreditation of Sexual Violence specialist – working with sexual offending cases - see this link - <https://www.resolution.institute/restorativejustice/accreditation>
- 1.6. Knowledge of working within Ministry of Justice restorative justice standards for sexual violence cases, or existing accreditation as an RJ facilitator (helpful, included in induction)
- 1.7. Knowledge of Restorative justice and sexual violence – Project Restore model.
- 1.8. Comfortable in arranging and delivering presentations and training.
- 1.9. Ability to work cross culturally with cultural sensitivity and to perceive one's limits to do so, and the ability to make culturally appropriate referrals where indicated.

2. Team Leadership

- 2.1. High level of interpersonal, communication and negotiation skills commensurate with being a team leader in a dynamic organisation with a challenging role;
- 2.2. Embodies the values of the organisation and restorative justice; able to take initiative; creative solutions focus.
- 2.3. Able to work as a member of a collaborative leadership team. Able to maintain a national view of client and staff needs and service development.
- 2.4. Be responsible for the safety and health of the Specialist Team and their work environment.

3. Management

- 3.1. Experienced in staff recruitment, induction, support and mentoring and performance management.
- 3.2. Has a collaborative approach to working within the management leadership team, managing people and teams.
- 3.3. Has an analytic approach to the development of systems and review of practice models and manuals.
- 3.4. Possesses strong administration skills.

4. Liaison

- 4.1. Able to develop and maintain professional relationships which progress the work and reputation of the team and the organisation.

5. Training

- 5.1. Effective in developing and presenting training to various groups, including internal staff, contractors and external groups.

6. Research

- 6.1. Has an understanding of the value of research and the frameworks and tools it requires.

7. Values and Beliefs

- 7.1. A commitment to the Treaty of Waitangi and its implications for partnership and service provision.
- 7.2. A commitment to the principle of the paramountcy of the safety and well-being of children and young people.
- 7.3. Alignment with the vision and values of Project Restore, including a commitment to restorative and ethical practice.
- 7.4. An understanding of sexual abuse/sexual assault/sexual violence dynamics and myths within our society that is informed by analyses of socialised roles and social power.
- 7.5. A commitment to culturally appropriate and gender appropriate services.
- 7.6. A commitment to achieving the best possible outcome for the survivor, without causing harm.
- 7.7. A commitment to achieving the best possible outcome for the person who caused the harm, while prioritising the needs of the survivor.
- 7.8. A commitment to personal growth and development.

8. Other

- 8.1. Have empathy and understanding of counselling or psychotherapy, whilst regularly undergoing own supervision.
- 8.2. High levels of self-awareness and good self-care skills.
- 8.3. Ability to identify, seek support and take responsibility when personal life stress impacts on quality of work.
- 8.4. Capacity to process personal and interpersonal emotional issues.
- 8.5. Current driver's license and ownership of legal vehicle available for work use.
- 8.6. Able to travel (air and car) when required.

About Project Restore NZ

PROJECT RESTORE NZ's Vision;

Aotearoa New Zealand is free from cycles of sexual violence.

PROJECT RESTORE NZ's Mission;

We restore a sense of humanity, justice and dignity, when sexual harm has occurred. We believe that the experience of restorative interaction has the power to model compassionate behaviour which breaks wider cycles of sexual harm, hurt and violence now and for future generations.

We provide a “kiwi made” world class survivor centred Restorative Justice approach to “putting things right” where sexual harm has occurred

Core Project Restore NZ Values

- Collaboration
- Generosity
- Kindness
- Manaakitanga
- Respect
- Responsibility