



WestCASA

Western Region Centre Against Sexual Assault

Clinical Services Manager (1.0 EFT) Position Description

WestCASA is a community based not-for-profit sexual assault counselling service operating in the western metropolitan region of Melbourne for over 30 years. WestCASA provides specialised trauma counselling, crisis response, advocacy, education and training and is located within Multi-Disciplinary Centre in Werribee with outreach to Footscray, Melton and the Dame Phyllis Frost Centre (DPFC, a women's prison) at Deer Park.

This position will be offered as a permanent position. The successful applicant will join a team consisting of 22 Counsellor/Advocates, an after-hours on-call crisis care team (7 -10 casual staff), office administrators, and the Chief Executive Officer. WestCASA is governed by a community-based Board of Governance.

The Chief Executive Officer has responsibility for the strategic direction, overall operation and management of the service in conjunction with the Board of Governance. All staff are accountable to the Chief Executive Officer.

WestCASA receives funding to deliver sexual assault support services from the Victorian State Government.

WestCASA aims to provide a service that facilitates the recovery and healing for women, men and young people over the age of 12 years who have experienced sexual assault using an empowering, respectful and culturally sensitive therapeutic and community approach.

VCAT Exemption No. H229/2014 means that only women can apply for this position.

Duties

The duties of this position description are to be understood within a context of collaborative decision making and participatory governance with respect to the work conducted at WestCASA and the processes that support this. Additionally, WestCASA values and practices respectful communication between staff members and with clients.

1. **Client Services**

- 1.1. Support the development and delivery of services and programs provided by WestCASA to clients.
- 1.2. Support staff coordinating or delivering programs and services.

2. **Clinical Leadership**

- 2.1. Clinical leadership is defined as holding an overview of the interests of clients accessing the service, individual staff employed at the service, and the organisational needs, requirements and professional development, with regards to the delivery of clinical services.
- 2.2. In conjunction with the Chief Executive Officer, Team Leaders, and the HR Manager, participate in the recruitment and employment of new staff

- 2.3. Orientate new Counsellor/Advocates, students, or other staff to the clinical and client services aspects of their roles.
- 2.4. Where resources enable student placements, in collaboration with Supervisors and Team Leaders, oversee the provision of student placements at WestCASA.
- 2.5. In conjunction with the Team Leaders and counselling team, identify professional development and training needs and coordinate the delivery of professional development to the team.
- 2.6. Support the intake process and counselling team through responding to complex, challenging, or conflictual contact and calls.
- 2.7. Support staff in supervision with issues relating to complaint or feedback that may impact on them. Provide advice to the CEO and staff in relation to clinical issues or client reallocation as per WestCASA Complaints Policy. Directly respond to client complaints. Respond to subpoena's and requests for files.
- 2.8. Work with the CEO and Senior Practitioner to respond to subpoena's, requests for files and client reports
- 2.9. In conjunction with individual Counsellor/Advocates monitor and assist in decisions with respect to complex clients where they are identified within the Counsellor's case load.
- 2.10. Provide support in the contribution to research, presentations at workshops, conference, or written work to journals about aspects of our work as prioritized by the organisation.
- 2.11. Support Counsellor/Advocates and other staff as required in relation to clinical projects or programs undertaken by them, as prioritized by the organisation.
- 2.12. Work collaboratively with the Chief Executive Officer, Team Leaders, Senior Counsellor and individual Counsellor/Advocates to address therapeutic performance issues when identified.

3. **Clinical Supervision**

- 3.1. Oversee clinical supervision, in conjunction with other Supervisors, for all Counsellor/Advocates, and senior clinical staff, administrative and project staff, Counsellor/Advocates providing outreach at the DPFC, facilitating groups, relief counselling staff, and After-Hours Crisis Care Counsellor/Advocates where required, within a framework of support, professional development, challenge, and accountability. Provide supervision for internal supervisors and some Counsellor/Advocates.
- 3.2. Provide the necessary policies, procedure, and productive oversight of the supervision partnerships with all staff. Ensure developing plans and agreements for the supervision process are in place.
- 3.3. Assist in the delivery of clinical supervision and secondary consultations to external individuals and organisations where required and where WestCASA resources allow.
- 3.4. Access regular external clinical supervision by an agreed clinician in addition to regular internal work review with the Chief Executive Officer.

4. **Internal Clinical Structures and Processes**

- 4.1. In conjunction with the Chief Executive Officer, Team Leaders and Senior Counsellor, monitor and support the psychological health and wellbeing of the WestCASA team in relation to the impacts of vicarious trauma, team dynamics, parallel processes, and take action to enhance wellbeing of all staff.
- 4.2. In collaboration with Team Leaders, Senior Counsellor and Quality Project Worker, coordinate Issue Based Discussions (IBD's) and other organisational decision making processes that relate to clinical or client outcomes.
- 4.3. In consultation with clinical staff articulate, design, and implement clinical/organisational/procedural processes that assist with the delivery of clinical services, for instance, intake processes, assessment tools, client evaluations, clinical forms, VOCAT, clinical reports, extended counselling.
- 4.4. In conjunction with the Chief Executive Officer and Team Leaders, identify clinical themes and issues relevant to organisational planning and implement planning processes in relation to these.

- 4.5. Contribute to the development and review of policies, procedures, and planning, in collaboration with Quality Project Officer, in relation to clinical services, and participate in the development of other organisational policies, promotional material and client resources.
- 4.6. Participate in Board of Governance meetings as required, staff meetings, training and professional development.
- 4.7. Participate in processes and activities that ensure all work is performed in accordance with requirements of the Occupational Health and Safety policy, procedures and legislation. In particular this relates to the reduction of the experience of vicarious traumatisation as an inevitable outcome of working with people who have experienced sexual assault.
- 4.8. In consultation with the Senior Practitioner, maintain oversight and assist with the allocation of responsibility for the organisation of group, peer, and individual supervision, whole of team professional development and team building days.
- 4.9. Participate in organisational processes and practices to ensure continuous quality improvement.
- 4.10. Participate in other activities and meetings relevant to the work of WestCASA.

5. **Relationship with Chief Executive Officer**

- 5.1. Provide a clinical advisory role to the Chief Executive Officer to assist and support organisational and clinical decision-making in the organisation.
- 5.2. Regularly meet with the CEO to communicate, share and make decisions in relation to the smooth functioning of the service, to support the wellbeing of the team and manage broader organisational concerns.
- 5.3. In the absence of the CEO the Clinical Services Manager may be required to act in the role and have the delegated authority to make decisions as deemed necessary for the continued functioning of the organisation. This then will involve the back fill of the Clinical Services Manager role whilst the CEO is absent.

6. **Direct Service**

- 6.1. Record all casework information and statistics and provide professional reports to other bodies when required.
- 6.2. Support recent victims/survivors of sexual assault at the Crisis Care Unit during business hours when required.
- 6.3. Provide clinical support at outreach locations as required or directed.

7. **Operational Systems and Partnership development**

- 7.1. Integration of MARAM across documents and other sector developments.
- 7.2. Ensure the development and provision of practice directions in consultation with the Senior Practitioner.
- 7.3. Develop stakeholder Memorandums of Understanding for service sharing roles.
- 7.4. Active Participation in external partnerships such as Asnow and Djelk Dja.

Key Selection Criteria

Essential

1. A strong commitment to and understanding of the aims and objectives of WestCASA (as attached).
2. A highly developed understanding of the structural, theoretical, and therapeutic issues surrounding sexual assault and complex trauma.
3. Relevant undergraduate qualifications and post-graduate qualifications in a counselling methodology.
4. Demonstrated ability and experience in the management of clinical and operational and managerial functions.
5. Extensive (five year minimum) providing sexual assault trauma counselling within a feminist framework with individuals and families.
6. Demonstrated ability and experience in providing sexual assault trauma counselling to clients with complex needs and presentations.
7. Demonstrated ability and experience in providing clinical supervision to a professional team and across a range of disciplines and therapeutic approaches.
8. Demonstrated ability and experience in developing a productive supervision alliance with staff.
9. Demonstrated ability and experience in the management of clinical services.
10. High level of proficiency with Microsoft Office suite
9. Demonstrated ability to manage teams of professional staff and understand the impacts and context of vicarious trauma.
10. Demonstrated ability to effectively communicate, liaise and negotiate with other professionals.
11. Demonstrated ability to manage complex and demanding work both for yourself and in others.
12. Demonstrated ability to develop and maintain respectful relationships with all staff.
13. The capacity to work independently as well as part of a team.
14. Current Victorian driver's license.
15. Working with Children Check.

Desirable

Demonstrated ability and experience in the provision of:

1. Crisis intervention responses for people who have experienced recent sexual assaults
2. Delivery and supervision of group work
3. Development and delivery of community education
4. Development and delivery of professional training



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WESTCASA VISION, MISSION AND AIMS

Vision:

A world where everyone lives free from the fear of sexual assault and family violence.

Mission:

To promote the recovery of all people who have experienced sexual violence and to strive for a world free of sexual violence

Aims:

- To create an environment in which recovery from the effects of sexual assault and related family violence can occur.
- To strengthen our practice excellence to ensure we are at the forefront of therapeutic responses to people who experience sexual assault and related family violence.
- To advance community understanding of the social conditions that allow sexual assault and related family violence to continue to occur.
- To encourage communities to take responsibility for addressing the crimes of sexual assault and related family violence.