



Position Description: Team Leader – 1800RESPECT

Position Details

Position Title	Team Leader – 1800RESPECT	Location	Remote
Employment Basis	Full-time, permanent	Hours	
Reports to	Practice Lead – Strengthening Families	Managements	1800RESPECT team

Position Objectives

To compassionately support affected persons in the provision of specialised quality counselling services, oversee compliance of the 1800RESPECT program, and effective staff management including mentoring, support, and information dissemination, as first point of escalation.

Key Responsibilities

<p>1 Service delivery</p> <p>1.1 First point of contact for 1800RESPECT counsellors on operational matters.</p> <p>1.2 Oversee, monitor, review and support quality service delivery ensuring the team work within approved practice models, policies, procedures, contractual and legal obligations, including Mandatory Reporting.</p> <p>1.3 Ensure work practices are ethical and comply with the codes of the Australian Association of Social Workers (AASW), the Australian Counselling Association (ACA) or Psychotherapy and Counselling Federations of Australia (PACFA).</p> <p>1.4 Identify and resolve issues, clinical risks and respond to feedback through appropriate channels.</p>
<p>2 Team and organisational support</p> <p>2.1 Proactively coordinate, develop and participate in team activities, meetings, reviews, connection days and upskilling through communication on multiple mediums and platforms using a supportive approach.</p> <p>2.2 Foster cohesive collaboration with internal and external stakeholders including clients, partners, leaders, and wider teams.</p> <p>2.3 Back-to-back for the Strengthening Families Practice Lead as required.</p>
<p>3 Staff management</p> <p>3.1 Develop and effectively manage staff through mentoring, coaching, supervision, debriefing, training and empowerment to achieve organisational goals within policy, procedure, framework and contractual obligations.</p> <p>3.2 Ensure a professional, cohesive work environment and positive rapport with staff where they feel safe and supported.</p> <p>3.3 Implement and conduct appropriate induction, onboarding and training measures in collaboration with wider teams that ensures clarity on roles, expectations and outcomes.</p>
<p>4 Workplace health and safety</p>

4.1	Understand and adhere to Workplace Health & Safety obligations in line with MWRC policy, procedures and relevant legislation, leading by example.
4.2	Actively contribute to risk minimisation and mitigation of all persons.
4.3	Identify and report any workplace incident, hazard or concerns through appropriate channels.
4.4	Support the communication and facilitation of employee participation on any organised WHS training, initiatives or events.
5	Professional Development and continuous improvement
5.1	Undertake professional development activities to maintain and enhance specialist knowledge and skills required to fulfil the key responsibilities of the position, including attendance at conferences, training, events, committees.
5.2	Demonstrate a genuine commitment to enhancing and developing their teams professional skills and knowledge.
5.3	Develop training modules that supports the program, new Learning Management System and framework.
6	Other
6.1	Undertake all other duties reasonably required/requested by MWRC.

Selection Criteria

Essential	
1.	Tertiary qualification in counselling, psychology, social work or related field.
2.	Membership with a governing body of profession, either AASW; ACA; AHPRA (registered psychologist) or PACFA.
3.	Extensive trauma counselling experience, including domestic, family, and sexual violence and/or workplace sexual harassment - telephone counselling advantageous.
4.	Ability to quickly acquire a thorough knowledge of the 1800RESPECT Specialist Counselling framework, and MWRC policies and procedures.
5.	Demonstrated experience leading, managing and coaching line reports that enhances practice skills and professional knowledge.
6.	Experience and understanding of issues relating to service delivery with an agency committed to socially and culturally inclusive practices.
7.	Understanding of federal and state-based legislation, including child protection, VRO's.
8.	Demonstrated cultural responsiveness and commitment to working with Aboriginal and Torres Strait Islander people.
9.	Flexibility and commitment to a 24/7 service and willingness to work a variety of shifts across teams.
10.	Willingness to undertake further relevant training and development.
11.	Adhere to WHS policies where work activities take place.
12.	Current Working with Children Check as applicable to the State/Territory of Australia in which you work.
13.	Current National Police Check.
14.	Evidence of Right to Work in Australia.
15.	It is a genuine requirement of this position that it be filled by a woman as permitted in

sections 25, 104 and 105 of the Anti-Discrimination Act, 1991.

Desirable

1. Demonstrated ability to work in a fast paced and high demand environment, using strong time management and organisational skills.
2. Capacity to calmly support yourself and the team in a complex and pressurised environment, utilising excellent self-care practices and resilience.
3. A flexible and positive approach, using initiative with the ability to work independently and as part of a team.
4. Highly developed interpersonal and communication skills.
5. Solid IT skills, working across phone and on-line chat platforms.
6. Commitment to the values and purpose of the service and organisation.