

## Position Description

<b>Position Title:</b>	Senior Clinician
<b>Service/Program:</b>	N/A
<b>Approved By:</b>	General Manager Operations
<b>Date Effective:</b>	November 2024

### **Our Organisation**

Relationships Australia Victoria (RAV) is a secular, community-based, not-for-profit organisation with more than 75 years' service delivery experience. Our vision is for positive, respectful, safe and fulfilling relationships for all Australians. Our objective is to relieve suffering, distress and helplessness and to enhance physical, social and emotional wellbeing. Our services are for all members of the community, regardless of their religion, age, gender, sexual orientation, lifestyle choice, cultural background or economic circumstances. We provide services across metropolitan Melbourne and regional Victoria, through a network of centres, outreach locations and via telephone and telehealth.

### **Our Values**

Inclusiveness, respect, integrity, transparency, accountability, effectiveness, innovation and compassion.

### **Position Purpose**

The role is part of the centre leadership team and provides individual and group clinical supervision to counselling staff at a centre or centre(s). Duties involve providing clinical feedback (consultation), clinical risk management and supporting centre management in the provision of safe and effective services, and continuous improvement in alignment with RAV's contractual obligations and strategic direction. The role will also provide ethical and high-quality counselling/therapy services to individuals, couples and families.

This position is covered by the Relationships Australia Victoria Staff Enterprise Agreement (SEA), but otherwise, would be covered by the Social, Community, Home Care and Disability Services Industry (SCHADS) Award 2010.

### **Position Specifications**

Reports to	Centre / Senior Manager
Direct reports	Nil
Clinical Supervision	Counselling supervisees as required
External relationships	Relevant organisational and community networks
<i>Note: Reporting arrangements may change from time to time to meet business requirements</i>	

### **Position Summary**

Working within a changing environment, this role supports the Centre/Senior Manager to ensure that the team deliver high quality professional services which align with RAV's strategic direction and meet contractual obligations. The Senior Clinician position comprises components of clinical supervision of counsellors / practitioners and client service delivery as required. The role supports the Manager to achieve required RAV and Funder's service targets including productivity and evaluation (e.g. Department of Social Services SCORE) and supports and monitors client risk. In addition, the role has oversight of supervisees' caseloads and monitors clinical effectiveness and practice in an ongoing way.

### **Key Result Areas (KRAs)**

Area	Tasks
Counselling and Therapy services	<ul style="list-style-type: none"><li>• Provide ethical and high-quality counselling/therapy services to individuals, couples and families in order to stabilise and improve their relationships and the long term negative effects of family conflict and abuse. This may include psycho-educational group work and the following: -</li></ul>

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	<ul style="list-style-type: none"> <li>○ Delivering the agreed number of sessions at the times negotiated;</li> <li>○ Ensuring case load and case mix are following agreed guidelines;</li> <li>○ Maintaining accurate records of client attendance, appropriate case notes and necessary forms;</li> <li>○ Ensuring that service delivery complies with the appropriate policies, mandatory training and procedures as set out in the Policy and Procedures Manual and legislative requirements such as the Child Safe Standards, mandatory reporting, Intervention Orders, Court Orders including Parenting Orders;</li> <li>○ Consistently and effectively engaging clients, maintaining good working alliances – with consistently positive evaluations from clients;</li> <li>○ Participation in team meetings, session observations, research projects, and practice quality processes as required;</li> <li>● Effective management of an appointments diary.</li> </ul>
Supervision of Clinical Staff	<ul style="list-style-type: none"> <li>● Provides regular individual and group supervision for clinical staff as required and in line with RAV's Staff Enterprise Agreement (SEA)</li> <li>● Monitors clinical staff caseloads and compliance in risk and clinical effectiveness including for example DSS SCORE.</li> <li>● Undertakes clinical staff client case reviews and observations as required.</li> <li>● Ensures compliance with RAV policy and procedure and meeting KPI's and productivity.</li> </ul>
Capability management, development and practice	<ul style="list-style-type: none"> <li>● Receive regular evaluations from clients on their counselling and group work and use them to improve practice and achieve better outcomes.</li> <li>● Update professional competency and skills through active participation in supervision, professional development, and reviews.</li> <li>● Maintain up-to-date knowledge of RAV's services and other associated services and relevant legislative changes affecting couple and family relationships and counselling.</li> </ul>
Stakeholder management	<ul style="list-style-type: none"> <li>● Maintains respectful, professional and supportive relations with centre staff, Practice Quality, work area, colleagues, following reasonable instructions and requests given by line-manager and senior staff in accordance with RAV's values, operational and business requirements.</li> <li>● Work effectively with a diverse range of community clients, including CALD, Aboriginal and Torres Strait Islander community, mental health issues, family violence issues and individuals at risk.</li> <li>● Participation in community development and seminars, as appropriate.</li> </ul>
Policies procedures and systems	<ul style="list-style-type: none"> <li>● Comply with policies, procedures and systems as required.</li> <li>● Model the organisation's values and contribute to the workplace culture.</li> <li>● Identify, communicate, report OHS related risks and hazards within the workplace.</li> </ul>
Continuous improvement	<ul style="list-style-type: none"> <li>● Demonstrate commitment to team / centre objectives and strategic priorities.</li> <li>● Identify, develop and support new initiatives, quality, continuous improvement activities to support organisational requirements.</li> </ul>
Other	<ul style="list-style-type: none"> <li>● This position description is not an exhaustive list of responsibilities.</li> <li>● Additional responsibilities not listed may be required; these may change from time to time to reflect the needs of our clients and the service but will remain at the same level of responsibility aligned to this position.</li> <li>● You are expected to perform different tasks which fit with your skills, abilities and knowledge, as may be necessary due to business, workplace, service changes.</li> </ul>

### Key Performance Indicators (KPIs)

- Programs and services offered are of high quality and client centred.
- Supervision is performed as required within the Staff Enterprise Agreement.
- Clinical practice, performance or behaviour issues are raised with Centre Manager and proactively dealt with.
- Services meet contractual obligations.
- Services are provided within framework, within budget, on time, professionally within quality framework to measures including:
  - Policy and procedures
  - Occupational Health and Safety
  - Client and financial record keeping
  - Practice productivity

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- Quality frameworks
- Supervision expectations/Compliance including the below:
  - DSS SCORE / Evaluation
  - Clinical Risk assessment and management
  - Clinical Productivity for caseload and clinical staff

## Key Selection Criteria (KSC)

### Mandatory KSC:

- Tertiary qualifications in Psychology, Counselling or Social Work.
- Significant demonstrated experience undertaking clinical supervision in a similar working environment, supervising and leading a clinical team.
- Highly developed and demonstrated communication skills, with a particular emphasis on providing constructive and proactive feedback in relation to contemporary practice and improvement
- Sound judgment and problem solving skills, an ability to contribute to the planning and development of the service and a capacity to manage change.
- Experience in working with family and relationship issues, Family Violence, Mental Health, Child Safety and Protection and relevant service sectors
- Experience of working in a case management framework within integrated service responses
- Candidates with demonstrable skills, from previous experience with organisations and or culturally diverse client groups, staff and workforces or stakeholders are highly valued at RAV.
- All employees will be required to undertake a National Police Check, International Police Check (if applicable), and have a current Working with Children Check throughout their employment.

### Desirable KSC:

- Post graduate qualifications in mental health, family violence, counselling, and family therapy.
- Eligibility for membership of a professional body (e.g. the APS, AASW, or an appropriate organisation).
- Experience working in a role with culturally and linguistically diverse clients, stakeholders and staff (preferable).

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We encourage applications from First Nations peoples, people from under-represented culturally and linguistically diverse backgrounds, people from lesbian, gay, bisexual, transgender, intersex, queer, asexual (LGBTIQ+) communities, and people living with disability.



We acknowledge the First Nations and Torres Strait Islander peoples as the Traditional Owners of the lands and waterways of Australia. We support Aboriginal people's right to self-determination and culturally safe services. We recognise the lifelong impacts of childhood trauma. We recognise those who had children taken away from them.