

# Position Description

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## Clinical Service Manager

<b>Location:</b>	Melbourne	<b>Reports To:</b>	Director of Therapy Services
<b>Award:</b>	Social, Community, Home Care and Disability Services Industry Award, Level 7	<b>PD Date:</b>	March 2026

### About us

Act for Kids is a prominent provider of prevention, professional therapy and support services for children who have suffered abuse and support for families at risk. With over 30 centres nationally, we have supported thousands of children and their families for more than 30 years. In 2024-2025 we provided services to 37,171 people, including over 21,780 children.

Our unique multidisciplinary teams provide integrated therapy, sexual abuse counselling, safe houses in remote Indigenous communities, information, advice and referral services, intensive family support and preschools designed for children with additional development needs to ensure we set them up for success at school.

### About our commitment

- Our vision is that all kids have a safe and happy childhood.
- We are a child safe organisation and all children who come into contact with our services will be provided with a welcoming and safe service.
- We are committed to working with Aboriginal and Torres Strait Islander peoples to design and deliver services that best strengthen our support to their children, families and communities.
- We endeavour to provide a work environment that ensures the health, safety and wellbeing of all team members is embedded in our everyday work practices.

### About our values

At Act for Kids our exceptional organisational culture is aligned to our values. You will be part of a **team** that is **professional, ethical, caring, courageous** and **collaborative** and we expect you to demonstrate these behaviours throughout your career with us.

### About the position

In this position you will lead the Act for Kids Therapy service in Melbourne to enhance psycho-social outcomes for children and young people impacted by trauma, based on the existing Act for Kids practice framework.

You will build on Act for Kids government, community and corporate stakeholder relationships to grow and sustain the service and be the key representative of Act for Kids in the Melbourne area. You will lead a small team of paediatric allied health professionals within an integrated therapy setting to provide an outstanding therapeutic service to children, young people and their families. You will work with senior Act for Kids leaders to grow and sustain the service into the future.

### Key responsibilities

- Lead a clinical team to deliver high quality outcomes within a performance planning and development culture.
- Respond and manage referrals into service, intake, waitlist management & allocation to therapists.
- Hold a small clinical caseload of children impacted by trauma.
- Build and maintain partnerships with local community, corporate and government agencies with the goal of increasing referrals and Act for Kids' profile in Melbourne.

- Work with the Strategic Growth & Development team to implement new cost-recovery business models and foster business partnerships to sustain and grow the service.
- Provide clinical supervision and leadership for team members with a focus on practice excellence.
- Ensure client information and data are recorded as required by Act for Kids policies and procedures.
- Comply with NDIS (National Disability Insurance Scheme) service specifications and audit recommendations.
- Maintain and develop your professional skills, through supervision and professional development.
- Participate in Act for Kids Performance Development processes through monthly and annual meetings with your line manager.
- Provide quality, timely reports as required and/or requested.
- Comply with all Act for Kids policies and procedures.
- Maintain confidentiality and privacy in all matters relating to team members, clients, and procedures.
- Fulfil other tasks that your manager/s may reasonably ask you to perform.
- Act as a client/customer focused, values based team member and work collaboratively with other team members to achieve strong results across all activities at Act for Kids.
- Ensure behaviour during all work interactions is aligned to our values of being *professional, ethical, team oriented, caring, courageous* and *collaborative*.

## About you

### Qualifications

- Tertiary qualifications in psychology, social work, speech and language pathology or occupational therapy.
- For psychology / occupational therapy - registration with the relevant National Board of Australia under the Australian Health Practitioner Regulation Agency.
- For speech pathology - membership of Speech Pathology Australia.
- For social work – membership of Australian Association of Social Work.

### Skills and experience

- Experience working in a similar role.
- At least three years' experience working with children, young people and their families who have been impacted by trauma or experienced abuse and neglect, or at least five years' experience working in similar roles.
- Demonstrated ability to lead and build a strong, cohesive team in alignment with Act for Kids' values.
- Proven management experience within a service delivery context.
- A proven ability to plan and successfully deliver innovative projects and initiatives under a strategic plan.
- Proven experience identifying and building strategic stakeholder relationships. Extensive local knowledge and networks would be highly desirable in this regard.
- High level time management and case load management skills.
- Well-developed communication, problem solving and interpersonal skills.
- Willingness to work as part of a team and to cultivate a strengths-based approach.
- Experience providing individual and group therapy to children, young people and their families.
- Clinical and therapeutic understanding of the impacts of trauma on child and family functioning.
- Knowledge of current trauma treatment trends and child protection legislation and policy reforms.
- A high level of cultural awareness and experience working with families from different cultural backgrounds, including Aboriginal and Torres Strait Islander people.
- Willingness to receive cultural supervision in your work with Culturally and Linguistically Diverse (CALD) and Aboriginal and Torres Strait Islander children and families.
- Ability to use electronic case management, reporting tools and experience using Word and Excel.

***Other requirements***

- Eligibility for a positive Working with Children Check in the applicable state of employment in Australia or exemption based on professional qualifications and registration.
- Current driver's licence.
- Applicants must be eligible to legally work in Australia and proof of eligibility will be requested.