



JOB DESCRIPTION

Practice Lead

RESPONSIBLE TO: Regional Manager

BASIC RESPONSIBILITY:

The Practice Lead provides leadership and line supervision of practitioners, ensuring their professional development and psychosocial wellbeing are supported, and that service delivery aligns with the Practice Governance Framework, meeting all funding Key Performance Indicators, and fulfils contract obligations.

KEY ACCOUNTABILITIES:

1. Team Leadership & Culture:

- Provide clear, values-based, strengths-based leadership to direct reports fostering a culture of accountability, collaboration and continuous development in line with the changing needs of programs and service delivery.
- Lead, coach and support direct reports to build their professional capability and service excellence, adapting the leadership style to support direct reports to thrive.
- Promote high levels of staff wellbeing and psychological safety. Ensure all direct reports receive regular supervision. Support staff who exhibit signs of reduced wellbeing.
- Provide feedback about performance in a respectful, transparent and strengths-based manner that builds capability and enhances service quality. Support staff to improve unsatisfactory performance through clear feedback and collaborative improvement planning, while maintaining psychological safety.
- In consultation with the Regional Manager and People and Culture Team, manage conduct, grievances, workplace health and safety, and other workforce matters in line with industrial, legal and organisational requirements.

2. Service Performance, Quality & Governance

- Ensure services consistently reflect the Practice Governance Framework meeting quality, compliance, practice governance and contractual requirements.
- Monitor performance against agreed KPIs, service targets and outcomes. Embrace the practice audit process.
- Ensure all services and practices comply with Child Safe Standards, actively promoting a strong culture of child safety, prevention of harm, and accountability across the region.



- Embed a client-centred, strengths-based, trauma-informed and culturally responsive approach across all services.
- Ensure that service delivery is compliant with legislation and funding requirements, applying quality and risk management principles to ensure work outcomes are achieved.
- If requested by Regional Manager, participate in program/project/policy review and evaluation to continuously improve client outcomes; embracing the practice audit process and actively responding to audit findings and establishing process improvement plans.
- From time to time, it may be necessary and appropriate to maintain a case load and deliver service in accordance with Interrelate's Service Guides.

3. Professional Conduct

- Model and foster a strong connection to Interrelate's purpose, values and strategic objectives
- Perform the inherent requirements of the role to a consistently high standard, seeking support as and when required
- At all times act in accordance with the Core Values, model professional behaviour and apply sound ethical decision-making principles when resolving problems, concerns or complaints
- Demonstrate commitment to diversity, equity and inclusion in all decisions. Role model cultural sensitivity and be alert to cultural load.
- Model and encourage staff to continuously develop and apply the personal attributes, competencies and skills required to perform the inherent requirements of their role

4. Stakeholder Engagement & Sector Relationships

- Represent Interrelate within regional networks, forums and community settings and actively promote Interrelate's full suite of services.
- Collaborate and liaise with key stakeholders to gain knowledge of complementary service providers and networks in the wider community; develop internal networks and external partnerships, including Aboriginal Community-Controlled Organisations (ACCOs).

5. Financial & Operational Management

- If applicable, manage program budgets, monitoring to avoid overspend.
- Ensure direct reports are aware of, and skilled in using Interrelate's systems including CRM and Connx that will lead to data integrity and timely reporting as required.
- In consultation with Regional Manager, maintain levels of staffing in accordance with approved headcount. Conduct recruitment activities in collaboration with People & Culture Team.



CORE CAPABILITIES:

Clinical/Practice Skills (*Advanced*) - Reviews performance of service delivery staff against recognised standards, providing feedback to aid development

Team Dynamics (*Adept*) - Facilitates the development of positive team dynamics and working relationships by creating an open, honest, constructive and inclusive working environment

Negotiation and Conflict Management (*Advanced*) - Skilled in negotiation, problem solving and conflict resolution with staff and clients, implementing and maintaining systems and processes to manage conflict and disputes

Interpersonal Skills (*Advanced*) - Models emotional intelligence, social awareness and self-management in communication, conflict resolution and difficult conversations; facilitates staff development

Ethics (*Advanced*) - Communicates behavioural expectations which align to the Code of Conduct, modelling behaviour aligned to organisational values

Contribution to community and networks (*Adept*) – Participates in networks and community meetings to advance organisational objectives

Planning and time management (*Adept*) – Prioritises deliverables to ensure key requirements are met, delegating where appropriate

POSITION REQUIREMENTS:

Interrelate employees are required to:

- Understand and comply with all policies and procedures pertaining to the Organisation
- Perform other duties consistent with the responsibilities of the position as required by Management
- Demonstrate an awareness and commitment to the Organisation's Code of Conduct, values and purpose
- Work in collaboration, and network with, key stakeholders and the wider community
- Follow WHS policies and procedures relating to workers as per Interrelate's WHS policies and procedures



- Understand the principles of diversity, equity and inclusion; and, the needs of the diverse communities Interrelate provides services to
- Complete a satisfactory Australian National Police Check
- Hold clearance of a NSW Working with Children Check (or State/Territory equivalent), current drivers licence (if required for the role), and unrestricted permission to work in Australia

SELECTION CRITERIA:

1. Bachelor degree in counselling, social work, psychology or related discipline
2. Demonstrated professional experience in one or more of the following:
 - a. the provision of individual and/or relationship counselling to couples and families (3+ years preferred) and specific expertise in one or more practice areas such as: counselling, relationship education, children's services, men's programs, or family law; **and/or**
 - b. early intervention, assessment, case management and therapeutic support to children and young people experiencing risk
 - c. dispute resolution work with families, including children, and significant familiarity with models of dispute resolution, child-inclusive practice and legally-assisted family dispute resolution, along with accreditation as an FDRP with the Attorney General's Department; and/or,
3. In-depth knowledge of relevant sectors and Federal and State legislation
4. Strong commitment to, and the ability to lead staff in, working in the best interests of children as articulated in the Family Law Act 1975, in the United Convention on the Rights of the Child, and in accordance with the Royal Commission into the Institutional Responses into Child Sexual Abuse Ten Child Safe Standards
5. Demonstrated, relevant management experience and a proven track record of practice and line supervision and support to multidisciplinary teams working with families, children and young people experiencing challenges
6. Highly developed interpersonal, conflict resolution, negotiation and communication skills
7. Proven knowledge of child development, child protection, mandatory reporting, suicide prevention/ intervention, trauma and family violence issues



8. Demonstrated experience in meeting performance indicators and organisational compliance requirements
9. Demonstrated experience in staff recruitment and development; client centred service design and delivery; program evaluation and reporting
10. Experience in establishing community links and contacts for the purpose of developing and promoting strategic partnerships