

Position Description

TEAM LEADER, Counselling (Generalist & Outreach)

Position Title:	Team Leader, Counselling (Generalist & Outreach)
Manager (reports to):	Program Manager, Mental Health Gamblers Help, & AOD
Division:	Client Services
Program:	Mental Health & Community Services
Primary Location:	341 Coventry St, South Melbourne, VIC 3205
Other Location:	Additional sites as required
Classification (Grade/Level):	Level 6
Enterprise Agreement or Award:	Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2022 or its successor

Better Health Network

Better Health Network (BHN) is a not-for-profit organisation providing integrated health and wellbeing services to people of all ages in communities across south-eastern Melbourne. We proudly provide a wide range of services to support healthy living, general wellbeing and social connection. These include specialist medical services, dental and allied health, nursing and counselling services, as well as aged care social supports and NDIS disability services. With the vision, *Your health, your choice, your way*, we exist to deliver accessible services that meet the needs of our communities and use our influence to create positive change.

The program provides accessible person-centred counselling and generalist outreach services for individuals experiencing a range of psychosocial stressors. The program offers high quality trauma informed practise and effective outreach to priority populations and strong coordination with internal and external services to improve client wellbeing and reduce barriers to support.

Position Objective

The Team Leader, Counselling (Generalist & Outreach) provides operational leadership of staff within their designated program or service area, ensuring alignment with BHN's vision, strategic objectives, and program deliverables. The team leader is responsible for overseeing the delivery of integrated, community-based interventions that support early intervention, engagement and continuity of care.

The Team Leader, Counselling (Generalist & Outreach) drives team performance, promotes a positive and accountable workplace culture, and ensures adherence to organisational policies, procedures, and service standards.

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Key (Professional) Responsibilities

- Ensure effective engagement, assessment, brief intervention and referral processes.
- Support staff to respond to complex psychosocial presentations, including co-occurring needs.
- Manage workload allocations, service demand and program targets.
- Maintain clinical and operational governance including risk management and duty of care.
- Lead day-to-day operations of client-facing services, ensuring timely and high-quality service delivery that meets community needs.
- Support team members to manage caseloads, client records, and service delivery in line with BHN frameworks and values.
- Foster collaboration across teams and programs to ensure integrated, person-centred client experiences.
- Ensure staff are appropriately onboarded, understand their scope of practice, and are supported through supervision and access to relevant learning and development.
- Work in collaboration with the Program Manager and senior leadership to communicate organisational priorities and ensure a shared understanding of values and vision
- Identify service gaps or client trends and provide input into service planning or improvement opportunities.
- Liaise with stakeholders, including referrers, and community partners to support continuity of care and service alignment.
- Contribute to reporting, timely data collection, and evaluation activities to monitor team outcomes and performance.

Organisational Responsibilities

Leadership:

- Lead and support staff in delivering program objectives aligned with BHN's Strategic Plan.
- Oversee the full employee lifecycle, including recruitment, onboarding, performance management, professional development, and workforce planning.
- Drive team performance and accountability, ensuring targets, funding requirements, and external stakeholder relationships are effectively managed.
- Maintain Team compliance ensuring adherence to relevant legislation, funding guidelines, service standards, and contractual obligations.

Occupational Health & Safety:

- Take an active role in monitoring team compliance with OHS policies by identifying and implementing improvements, ensuring safe work practices are in place, incidents are promptly reported, and risks are effectively managed.

Risk Management:

- Take an active role in the risk management process, including identifying and analysing risks, addressing deficiencies, and escalating issues as needed to ensure timely resolution

Quality:

- Implement and ensure adherence to accreditation standards relevant to your team and the organisation.

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- Contribute to quality and accreditation self-assessments and support the application of agreed improvements to enhance performance.
- Assist staff in understanding and applying new and updated policies and procedures, ensuring smooth integration into day-to-day operations.

Behavioural:

- All employees are expected to demonstrate behaviours and capabilities that align with our organisational values of Accountability, Collaboration, Respect, and Courage. These expectations are tailored to the level of responsibility associated with each role. The specific capabilities for this position can be found in BHN's Values Capability Matrix.
- Perform duties in accordance with BHN policies and procedures.
- Undertake On Call duties according to relevant enterprise agreement conditions as required.
- Undertake other duties as reasonably directed.

Working Relationships

Direct Reports:

- Counsellors
- Psychologists
- Social Workers

Internal working relationships include:

- General Manager Mental Health & Community Programs
- Program Manager Mental Health, Gamblers Help & AOD
- Program Managers
- Team Leaders – MH and community services
- Business Partners (Finance Quality, People & Culture)

External working relationships include:

- External agencies, (including community service, clinical, hospitals etc.)
 - Families and or carers
 - Department of Health
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Key Selection Criteria

Essential Qualifications

- Relevant tertiary qualification and professional registration in health, social work, or a related discipline.

Essential Experience

- Experience leading and coordinating staff in a health or community setting.
- Proven ability to manage service delivery within funding and compliance frameworks.

Essential Skills and Attributes

- Strong interpersonal and leadership skills with the ability to motivate and guide teams.
- Sound decision-making, problem-solving, and organisational skills.
- Ability to build a positive team culture
- Ability to build positive relationships with clients, staff, and external stakeholders.
- Commitment to person-centred, culturally safe, and trauma-informed practice.

Desirable Criteria

- Familiarity with client record and reporting systems.
 - Understanding of relevant sector legislation, standards, and compliance requirements.
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Inherent Requirements

BHN endeavours to provide a safe working environment for all staff. The below describes the critical inherent requirements associated with this job.

Physical

- Predominantly office-based; requires sustained screen and meeting time.
- Occasionally operating a motor vehicle (e.g. use of fleet cars). Moderate mobility to support frontline staff and attend site areas.

Cognitive

- Decision-making under pressure; situational awareness of risks.

Psychosocial

- Managing competing priorities and team wellbeing under operational stress.
 - Responsibility for monitoring work conditions and ensuring safety practices are followed.
 - Must report hazards, incidents, and follow safe work procedures (WHS duty of care).
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Compliance

Compliance Responsibilities:

It is the responsibility of both the Manager, and Incumbent(s) of the role to ensure the employee(s) performing the role meet relevant requirements of Professional Standards/Codes of Conduct imposed by AHPRA, National Boards, or under Industry Codes. It is the responsibility of both the Manager, in partnership with People and Culture, to ensure that probity checks remain compliant.

Probity checks must be completed as indicated

<input checked="" type="checkbox"/> National Police Check [Mandatory]*	<input checked="" type="checkbox"/> Working with Children Check [Mandatory]
<input checked="" type="checkbox"/> Evidence of Right to Work in Australia [Mandatory]	<input type="checkbox"/> NDIS Worker Screening Check
<input checked="" type="checkbox"/> Statutory Declaration General Statutory Declaration	<input type="checkbox"/> Aged Care Worker Banning Order Check
<input checked="" type="checkbox"/> Professional Registration Psychotherapy & Counselling Federation of Australia (PACFA)	<input type="checkbox"/> First Aid Certificate
<input checked="" type="checkbox"/> Current full or probationary driver's licence	<input checked="" type="checkbox"/> Vaccination Requirement Category D
<input type="checkbox"/> Other:	<input type="checkbox"/> Other:

Please refer to the Credentiailling and Scope of Practice Policy for further information and the Immunisation Policy for details regarding immunisation categorisation, please note all Category A workers are required to be vaccinated annually for seasonal influenza. *International Police Check required if the person has lived in any other country for at least 12 months in the past 10 years.

Position Description Authorised by:

Position Title:			
Program/Team:			
PD Version Number:		Date:	
People and Culture Review			
People & Culture Signature:		Date:	