

Position Description

Position Title:	Clinical Coordinator
Service/Program:	Gippsland Region
Approved By:	GM Operations
Date Effective:	May 2025

Our Organisation

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 purpose of this position is to ensure Relationships Australia Victoria (RAV) provides coordination and oversight of the delivery of services at the Traralgon Centre under direction of the Centre Manager, and clinical oversight of counselling, Connect Me, i-Connect and the Child and Youth Counselling staff including outreach staff based at RAV's Bairnsdale Ross Street site. The incumbent will contribute to the development of evidence-based and innovative clinical services and will promote the delivery of services that are of the highest quality. 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 Award 2010.

Position Summary

The Clinical Coordinator 0.8FTE is based at the Traralgon RAV site and is a key leadership position within RAV Gippsland services. The role provides oversight of staff coordination and delivery of services at the Traralgon Centre, under the direction of the Centre Manager with clinical oversight extended to Ross Street Bairnsdale site and outreach programs, ensuring that day-to-day clinical work is carried out to effectively meet the needs of clients and staff are well supported in undertaking their clinical duties. The incumbent will contribute to the development of evidence-based and innovative clinical services and will promote the delivery of services that are of the highest quality.

The Clinical Coordinator will also provide direct counselling clinical services to a small caseload (0.20FTE) The position includes stakeholder engagement, coordination of client service delivery, tracking, monitoring and reporting against service deliverables, and general coordination responsibilities required for the effective and efficient operation of the programs, in conjunction with and under the direction of with the Centre Manager Gippsland. There may also be opportunities to contribute to relevant policy and clinical framework development.

Key Result Areas (KRAs)

Area	Tasks
Operational coordination and clinical supervision provision	- Provide day to day operational coordination for the Counselling, and Family Dispute Resolution, staff. - Provide clinical oversight including supervision to the counselling, i-Connect, Connect Me, child and youth counselling staff. - Support the Centre Manager Gippsland to ensure that staff adhere to all RAV clinical and administrative policies and procedures. - Support the Centre Manager Gippsland to ensure OH&S and risks are managed effectively at the Traralgon site and efficiently reported to senior management.

	• Ensure that critical incidents are entered into the organisation's riskware register and that the Centre Manager is advised immediately of these incidents. • Have delegated OHS responsibilities for the Traralgon site when the Centre manager is not on site. • Ensure that service delivery complies with the appropriate policies and procedures, legislative requirements such as mandatory reporting. • Communicate to the Centre Manager Gippsland if specific issues arise, such as client raised concerns/complaints relating to a staff member's practice, performance and/or behaviour which may be affecting service delivery to clients. They will be involved in identifying, communicating, and working towards a resolution with line-management when required. • Ensure clinical staff receive quality, regular and structured clinical individual and peer group supervision, debriefing, support and feedback as required
Capability management, development and practice	• Support the Centre Manager to lead and monitor the ongoing delivery and continuous improvement of evidence-based care to clients, including appropriate clinical services. • As required contribute to the development and review of clinical governance documents and processes. • Ensure the collection of all relevant data to measure deliverables and continuously improve and evaluate the delivery of the services. • In conjunction with the Centre Manager Gippsland, monitor staff training and professional development, to identify, support and assist with facilitating clinical and ongoing practice development and positively respond to contemporary and diverse client needs. • Stay contemporary in professional competency and skills through active participation in supervision, professional development and reviews as required. • Ensure accurate and appropriate case records are maintained by all staff and that the required data collected is compliant with service standards and program accountabilities. • Conduct client file audits to ensure service standards are being maintained
Clinical practice – clinical assessment and reporting	• Provide ethical and professional counselling/therapy services in order to meet the needs of clients. • Practice safely within one's profession and one's own scope of practice. • Maintain timely, accurate and current clinical records ensuring documentation meets professional and legal standards.
Policies procedures and systems	• Comply with policies, procedures and systems as required. • Model the organisation's values and contribute to the workplace culture. • Identify, communicate, report OHS related risks and hazards within the workplace.
Continuous improvement	• Demonstrate commitment to team / centre objectives and strategic priorities. • Identify, develop and support new initiatives, quality, continuous improvement activities to support organisational requirements.
Other	• This position description is not an exhaustive list of responsibilities. • 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. • 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.

Key Performance Indicators (KPIs)

- Under the direction of the Centre Manager provide effective day to day operational oversight to staff including coordination of RAV Traralgon staff and programs.
- Provision of professional, high quality counselling clinical services to clients.
- Provision of clinical supervision (individual and group) to clinical staff.
- Supervision is performed as required within the RAV Staff Enterprise Agreement.
- Effective participation in supervision (individual and group) and professional practice development.
- Positive feedback from clients on services provided and positive operation feedback from partner agencies collocated on site.

Position descriptions are regularly reviewed to ensure they meet RAV's needs. These may be changed by general or department managers, and/or the Chief Executive Officer at any time. Current position descriptions are accessible at any time on SharePoint.

- Provision of timely and comprehensive site progress reports as required to the Centre Manager Gippsland on all key result areas.
- Prompt reporting of notifiable incidents to the Centre Manager Gippsland.
- Compliance with RAV policies and procedures.
- Services meet contractual obligations.

Key Selection Criteria (KSC)

Mandatory KSC

- Degree qualified and eligible for Clinical membership in counselling, family therapy, social work, psychology, mental health nursing or occupational therapy or mental health nursing.
- Demonstrated knowledge and experience of Counselling models and interventions
- MARAM and Suicide Risk Training- and experience in managing and supporting Client Risk
- Experience in providing 'day to day' operational support to clinical and non-clinical staff to guide and optimise their work and productivity levels.
- Experience in the provision of clinical supervision to staff.
- Highly developed and demonstrated communication skills, with a particular emphasis on providing constructive and proactive feedback in relation to contemporary practice and improvement.
- Experience in the counselling, family law and/or mental health sector which include working within a multidisciplinary team environment.
- Demonstrated understanding of the challenges and experiences of clients from diverse backgrounds including people who are from rural and remote settings, culturally and linguistically diverse, Aboriginal and Torres Strait Islanders, and LGBTIQI.
- Experience in implementing service development initiatives/directives, maintaining continuous quality improvement and OHS standards.
- Excellent organisational and time management skills, including the ability to prioritise and manage multiple and competing work tasks and deliver to agreed deadlines.
- Experience in using digital client data systems (for e.g., Dynamics) and skills in word processing and Microsoft Outlook diary management.
- Satisfactory National Police Check, Working with Children check and International Police Check (if applicable).
- Must have own vehicle and current Victorian driver's licence.

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:

- Candidates to hold a current full registration with the Australian Health Practitioner Regulation Authority (AHPR) or current full membership with the Australian Association of Social Workers (AASW), Psychotherapy and Counselling Federation of Australia (PACFA) or Australian Psychological Society (APS) or AAPT / ACA
- Candidates to have current full clinical Level registration with -Accredited Clinical Supervisor status with AASA/ ACA/ PACFA AHPR/ AAPT
- Accredited Mental Health Social Worker
- Counselling specific qualifications
- Knowledge/ experience in clinical counselling models/strategies and intervention
- Previous experience working in a similar organisation.
- A broad understanding of the family law, mental health and community sector systems in Australia.

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.

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