

Central Coast Community Women's Health Centre Ltd.

Position Description

Role:	Clinical Practice Lead- Counselling
Grade:	SCHADS Level 6
Reporting To	Head of Client Services
Date Prepared	14 th August 2025

About CCCWHC

Central Coast Community Women's Health Centre (CCCWHC) has been walking alongside women on the Central Coast for over 50 years, working to improve women's health, safety and wellbeing through access to information, choice and care. CCCWHC delivers women-centred, community-led services grounded in feminism, intersectionality, social justice and trauma- and violence-informed practice. Our work responds to both individual needs and the broader systems that shape women's lives.

Our vision

Safe and healthy futures for women on the Coast.

Our purpose

We walk alongside Central Coast women to increase health, safety and wellbeing, ensuring access to information, choice and care



Personal

We create opportunities for Central Coast women to build connections, strengthen resilience, and support one another



Community

We contribute to collective action that ends gendered discrimination, violence and health inequities



Society

Position Purpose

The vision of the CCCWHC is 'A feminist health centre of excellence enabling Central Coast women access to holistic health care'.

CCCWHC operates from a feminist perspective which recognises and identifies ways in which women's wellbeing is specifically influenced and impacted by a broad range of social, cultural, economic and biological factors. This role will have demonstrated commitment to women's health, primary health care, holistic health practices and feminism.

The Clinical Practice Lead - Counselling provides clinical, practice, and operational leadership across the Counselling team, strengthening and embedding trauma and violence informed counselling practice in alignment with CCCWHC's feminist framework. The role is responsible for supporting staff capability through supervision, reflective practice, professional development, and consultation on complex client presentations.

Working closely with the Head of Client Services and broader leadership team, the Clinical Lead promotes safe, and consistent service delivery through oversight of clinical governance, risk management, and continuous improvement initiatives. The role plays a key part in translating organisational expectations, ensuring counsellors are supported to provide ethical, trauma and violence informed care that achieves positive outcomes for women.

Key responsibilities

- Provide operational and practice leadership to the counselling team through oversight of caseload management, client allocation, service demand, and clinical standards, supporting counsellors with complex presentations and driving continuous improvement to ensure consistent, high-quality, trauma-informed, and client-centred service delivery

- Lead case reviews and facilitate structured debriefing, ethical reflection sessions, and trauma-informed leadership practices to protect staff wellbeing and maintain service quality.
- Provide opportunities for informal debriefing and reflective supervision that supports counsellors in their decision making and enables them to consider the impact of their work on themselves, the team and the service
- Develop reflective practice within the team that promotes transparency, compassion, and shared learning to strengthen trust and resilience
- Ensure clinical documentation across the counselling team, meets confidentiality and ethical standards.
- Lead specialist and consistent risk assessment practices across the counselling team, including the oversight of mandatory incidents and reporting of high-risk client situations
- Identify emerging trends, risks, and service improvement opportunities across counselling practice and service delivery and communicate these issues and recommendations to leadership to support continuous improvement.
- Coordinate and/or facilitate training, coaching, and professional development initiatives on topics relevant to team needs, organisational priorities, and areas of specialist knowledge, skills, and experience.
- Support the development and supervision of student counsellors on placement.
- Work in partnership with the leadership team to promote high-quality, consistent practice and continuous improvement of our counselling services.
- Contribute to organisational planning, stakeholder engagement, and service expansion initiatives.
- Demonstrate and promote adherence to organisational policies, procedures, professional standards, and Work Health and Safety (WHS) requirements, contributing to safe, ethical, and high-quality service delivery.

Essential Requirements

Qualifications

Postgraduate tertiary qualification in Counselling, Psychotherapy, or Psychology or counselling related field, social work or in a community service area.

Accredited Clinical Supervisor, or at least five years' experience in providing supervision.

Experience/skills

- Extensive clinical experience in counselling, psychotherapy, psychology, social work, or a related field, with a strong background in trauma and violence-informed care.
- Demonstrated experience working within organisations that support women who have experienced, or are experiencing, domestic, family and sexual violence (DFS), and a sound understanding of the impact of gendered violence on women's health and wellbeing.
- Demonstrated experience leading, supporting, and developing a team of practitioners, including fostering a culture of reflective practice, accountability, psychological safety, and continuous improvement.
- Demonstrated experience working with Aboriginal and Torres Strait Islander peoples, culturally and linguistically diverse communities, LGBTQIA+ communities, women with disability, and other diverse populations, with the ability to apply cultural awareness, cultural responsiveness, and cultural intelligence in supporting vulnerable women.
- Demonstrated experience providing individual, group, and reflective supervision, and supporting practitioners to manage complex, high-risk, and ethical practice issues.
- Demonstrated experience in clinical governance, risk assessment, risk management, and maintaining high standards of ethical and professional practice.
- Experience overseeing caseload management, client allocation processes, service delivery, and quality improvement initiatives that support consistent client outcomes.

- In-depth knowledge of PACFA and/or ACA ethical standards, supervision frameworks, and evidence-informed practice approaches, with highly developed communication, facilitation, leadership, and stakeholder engagement skills.

Desirable:

- PACFA-registered clinical supervisor or equivalent accreditation.
- Experience in service development or change management.

Pre-Employment Screening

All roles are subject to the following checks/clearances:

- Professional Reference checks
- National Criminal History Record Check
- Working with Children Check clearance in accordance with the Child Protection (Working with Children) Act 2012