

Position Description

Position Title:	Senior Clinician Therapeutic Services
Service/Program:	Therapeutic Services
Approved By:	General Manager, Client Services & Business Development
Date Effective:	August 2026

Our Organisation

Relationships Australia Victoria ("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

RAV is funded by the Department of Social Services to provide a component of the Redress Support Service and Forced Adoption Support Services. The purpose of this position is to ensure the provision of effective and efficient trauma-informed clinical services to the clients of these programs, by providing high quality clinical supervision and guidance to staff in RAV's Therapeutic Services team, as well as supporting the Programs to meet contractual and funding requirements.

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 Specifications

Service: Therapeutic Services

The Therapeutic Services team provides free, confidential, trauma-informed and culturally safe support to National Redress Scheme clients and their families, friends, carers and support workers. The team provides assistance to clients to prepare and submit applications, provide emotional and practical casework support throughout the process, help clients understand outcomes and facilitate referrals to legal, financial counselling, counselling/psychological care and Direct Personal Response supports. Forced Adoption Support Services clients receive intake, information and referrals, as well as case management, counselling and referrals to appropriate services.

Line manager	Program Manager Therapeutic Services
Manages	n/a
Key external liaison	Relevant community organisations and networks, and funding bodies.
<i>Note: Reporting arrangements may change from time to time to meet business requirements</i>	

Position Summary

This role has responsibility for ensuring the delivery of high-quality clinical services to clients across Victoria under RAV's Therapeutic Services programs, and for supporting the Program Manager Therapeutic Services to meet contractual and funding obligations and align with RAV's strategic direction. The role requires individual and group clinical supervision of practitioners, clinical risk management and monitoring and growing the clinical effectiveness of the team. Direct client service delivery is a component of this role with the Senior Clinician holding a small caseload. In addition, the role undertakes stakeholder engagement with funding bodies and community organisations, and operational program requirements such as reporting and evaluation as needed.

Key Result Areas (KRAs)

Area	Tasks
Supervision of Clinical Staff	- Provide regular individual and group supervision for clinical staff as required and in line with RAV's Staff Enterprise Agreement. - Provide debriefing and secondary consultation for clinical staff as needed. - Undertake clinical staff case reviews and observations.

	• Monitor clinical staff caseloads and compliance in risk and clinical effectiveness including DSS SCORE outcomes. • Ensure compliance with RAV policies and procedures and meeting of targets and KPIs for clinical staff and own role.
Delivery of clinical programs and services	• Provide ethical and high-quality therapeutic services to clients dealing with the impacts of childhood and long term trauma, to improve their functioning and wellbeing. • Consistently and effectively engage with clients and maintain positive working alliances with positive evaluations from clients. • Maintain accurate records of client attendance, appropriate case notes and necessary documentation that meet RAV policy requirements. • Ensure that service delivery meets RAV policies, procedures and clinical frameworks and any legal requirements such as Child Safe Standards and mandatory reporting. • Effectively manage a clinical diary and meet any requirements for session and client numbers. • Participate effectively in clinical supervision for own practice.
Team capability, supervision and development	• Ensure the team provides contemporary, evidence based practice through active participation in supervision, professional development and research to respond to client need. • Ensure accurate and appropriate case records are maintained by the team and that required data is collected and compliant with service standards and contractual requirements. • Support the Program Manager to lead and monitor the ongoing delivery and continuous improvement of evidence -based services to clients. • Assist the Program Manager as needed with the recruitment, onboarding, retention and development of clinical staff. • Support the Program Manager in responding to client complaints in a timely and effective way in line with the RAV Complaints Policy.
Stakeholder engagement	• Build and maintain relationships and partnerships with community organisations, peak bodies and funding bodies • Build and maintain relationships with key community agencies to improve referral pathways for clients. • Represent RAV at stakeholder forums if required.
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)

- Provision of client centred, trauma informed, high quality clinical services to clients by the team including this role.
- Program funding and contractual requirements are met.
- Clinical risk is appropriately managed and escalated as needed.
- High quality, regular group and individual supervision is provided to the Therapeutic Services team and meets the requirements of RAV's Staff Enterprise Agreement.
- Clinical practice, performance or behavioural issues are raised immediately with the Program Manager Therapeutic Services.
- Contribution to Therapeutic Services Program development, management and maintenance of processes and services in relation to professional development, compliance, mandatory training, policies, systems, forms and clinical frameworks as well as evaluation of service and client satisfaction data and reporting.

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.

Key Selection Criteria (KSC)

Mandatory KSC:

- Tertiary qualifications in psychology, social work, counselling or related social science discipline.
- Appropriate and recognised training in clinical supervision.
- Demonstrated experience in leadership, clinical supervision and support of staff in a complex environment and the ability to nurture an inclusive, collaborative and safe team culture.
- Demonstrated experience of client service delivery in mental health, trauma recovery or therapeutic services, working in a case management framework within integrated service responses.
- Knowledge of the impacts of trauma, and experience working with trauma-informed therapies.
- Highly developed and demonstrated communication skills, including the capacity to provide constructive and proactive feedback to staff in relation to contemporary clinical practice.
- Demonstrated sound clinical judgement and clinical risk management skills.
- Experience working with client management systems and other software applications.
- Excellent organisational, prioritisation and time management skills.
- 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:

- Experience working in a role with clients, stakeholders and staff from diverse backgrounds.
- Eligibility for membership of a professional body (e.g. the APS, AASW, or an appropriate organisation).
- Previous experience working in a similar organisation.

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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