

POSITION DESCRIPTION

Therapeutic Service Manager

Gippsland Centre Against Sexual Assault



Position Title:	Therapeutic Service Manager - Sexual Assault Support Service (SASS - Clinical)
Classification:	Health Professional Award - Management (\$65.00 per hour)
Time Fraction:	Full time 1.0 EFT
Reports To:	Director of Therapeutic Services
Key Relationships:	Internal staff, clients, and external stakeholders and members of the community. This role will have oversight of GCASA's East, Wellington Shire and Morwell MDC Gippsland Services.
Location:	This role will work across GCASA's Wellington and East Gippsland sites and the Morwell MDC within their portfolio and will provide service coverage, leadership, and operational support as required to ensure the effective delivery of services across all locations.

Vision

GCASA shares a vision for a world free from sexual assault, harm, and violence.

Purpose

To advocate, empower and support the Gippsland community to improve safety, equity, and quality of life by reducing the impact and incidence of sexual assault, trauma, and violence.

Values

RESPECT: Holding feelings, wishes and rights at the core of everything we do.

EMPOWERMENT: Supporting choice, self-determination, resilience, and human rights.

DIGNITY: Worthy of being treated in a safe, thoughtful, and respectful manner.

INTEGRITY: Uncompromising commitment to accountability, rights, and ethics.

EXCELLENCE: Delivering the highest quality in our work

HOPE: Believing in a better future, inspiring resilience and courage in the face of adversity.

1. The Agency

Gippsland Centre Against Sexual Assault (GCASA) is funded by the Department of Families, Fairness and Housing, Victoria. GCASA is an Incorporated Association, governed by a community-based Board and is funded to provide comprehensive sexual assault support services, 24/7 Family Violence and Sexual Assault Afterhours services and sexually harmful treatment services across the Gippsland Region, which extends from Bunyip River to the NSW border at Mallacoota, and from the Great Divide to the sea, including Phillip Island. The primary office is in Morwell Multidisciplinary Centre (MDC, with an additional office located at Bairnsdale, Warragul, and Wonthaggi (by appointment). Outreach sessions are offered in Sale.

The Agency operates within a framework that actively supports the protection of the rights, integrity, autonomy and dignity of women, men and children who have experienced recent or past sexual assault. GCASA is culturally inclusive and encourages the employment from Aboriginal and Torres Strait Islander and the LGBTIQ+ and cultural community, mirroring our commitment to safe and culturally inclusive services offered to the community.

The Agency provides support to their families, carers and other support networks that may include information, resources, counselling, and group work. The Agency provides consultancy and professional training for other workers to increase professional knowledge about the incidence, causes and effects of sexual assault, and to develop skills in responding sensitively to people's needs and concerns.

GCASA works within the broader community to reduce the incidence of sexual assault and to improve general understanding and appropriate response. Community development and community education activities to promote social inclusion within and across marginalised groups are an integral part of the organisation's mandate.

2. Your Agency Relationships

Report relationship.

The Therapeutic Services Manager is accountable to the Director of Therapeutic Services through to the CEO and the Board of Governance, for conduct of all work, through supervision, structured reviews and reviews, Agency meetings and other activities.

Relationships with other staff

The Therapeutic Service Manager will develop and maintain co-operative working relationships with all staff of the Agency to achieve organisational objectives. This role will be supported under the supervision of the Director of Therapeutic Services.

Organisational Culture

Every employee will be authentic in their demonstration of GCASA values in their daily conduct. GCASA is a learning organisation in which employees are enthusiastic, accountable for, and committed to their work. GCASA employees value a multidisciplinary team approach to our work and willingly share their knowledge with each other and work as part of the larger team. The GCASA Board of Governance and the leadership team support employees in their personal and professional development.

3. Responsibilities and leadership approach to adhering to:

Occupational Health & Safety:

- Ensure services and programs are provided in a safe manner by continually reviewing practice.
- Report any identified or perceived risks to health and safety in the workplace.
- Participate in occupational health and safety training and or briefings where required.

Continuous Quality Improvement:

- Contribute and lead the development and identification of continuous quality improvement opportunities.
- Contribute to internal and external continuous quality improvement activities and functions. This may include, but is not limited to, accreditation, planning and review.
- Will include oversight of Case load management of Counsellor Advocates

Policies & Procedures

- Employees are expected to contribute to and comply with all employment and policies.

Clinical Governance and Risk

- Assist in the identification and ongoing monitoring of clinical governance and risk requirements.

- Ensure that clinical best practice is the method of service provision and provide guidance and support continuance improvement.

Performance Management and Supervision

- Actively participate in regular supervision and performance management in accordance with organisational policy.

Pre-Employment Checks

- Gippsland Centre against Sexual Assault is committed to ensuring that all staff have the required skills and qualifications to conduct the work which they are employed to undertake.
Qualifications – relevant to role:
- GCASA will ensure that staff are appropriately credentialed and have a defined scope of practice. Staff must provide the following original documentation, or a certified copy, prior to appointment. All staff are required to maintain their registration and credentialing requirements for the period of their employment as part of Scope of Practice.
- Photo identification and or Passport (Driver's Licence)
- Mandatory Declaration of no pending legal, IVO's and court appearances.
- Crim Check (Fit4Work) History Record Check
- Working with Children Check
- Current Driver's Licence

Specific Position Role and Function:

Reporting to Director of Therapeutic Services, the Therapeutic Services Manager role will provide direct supervision and support to the Clinical Supervisors and Counsellor Advocates as assigned with the Sexual Assault Support Service and to ensure that GCASA clinical services are delivered to the highest quality in an integrated way.

This role will have the following direct Reports within their portfolio:

- Support GCASA'S clinical Services Sexual Assault Support Services - including Clinical Supervisors
- Support Quality Improvement that enables the highest client outcomes.
- Ensure regional services are delivered to the highest quality.
- Establish and engage with stakeholders to support positive outcomes for clients.
- Participate in the roster as a senior staff member on duty for the After-Hours Family Violence and Sexual Assault Crisis Care Service.

Responsibilities

Provide high-quality clinical supervision and ongoing support and skill development working beside the Senior Clinicians to guide and support the development of Counsellor Advocates.

This includes the development of and review of the overall service streams to:

1. Support and guide effective trauma informed therapeutic service provision of high-quality counselling, advocacy and therapeutic interventions for people who have experienced sexual assault and/or family violence.

2. Work collaboratively with our existing Therapeutic Services Managers (Executive), to guide and oversee the management of clinical referrals, responding, flexibly responding to competing priorities, ensuring quality, accessibility, and timely service response is assured to clients being referred and supported across the Gippsland catchment.
3. Guide and oversee case load management, client reviews and current risk assessments, and review of clinical processes by strengthening the clinical support to both Counsellor Advocates and Senior Clinician(s) to meet quality client outcomes.
4. Ensure the application of trauma informed, intersectional, anti-oppressive and gender equality frameworks to effectively respond to sexual assault and family violence are embedded into our practice, while promoting empowerment and autonomy.
5. Contribute to GCASA's overall compliance with the Social Services Regulations and Standards and National Standards of Practice Manual for Services (3rd Edition) relevant to GCASA's service model and overall practice guidelines.
6. Lead and support the service overall therapeutic service development across GCASA's Sexual Assault Support Services.
7. Facilitate effective key stakeholder engagement and formalise and or enable reciprocal access to GCASA services, working with SOCIT, Child Protection, Schools, The Orange Door, & community service organisations.
8. Ensure service delivery within the team is aligned with relevant legislation and professional guidelines (including children and young people at risk, MARAM, Family Violence Information Sharing Scheme, Child Information Sharing Scheme, relevant professional Code of Ethics, Conflict of Interest, Practice Standards, and privacy requirements).
9. Be a part of an on-call roster for afterhours service - senior on call – monthly
10. Any other duties as required by the Director Therapeutic Services.

All Applicants must respond to the following:

Key Selection Criteria

- Qualifications: Degree level qualification or equivalent certification from a nationally accredited provider in social work, counselling, family therapy, or psychology, welfare, or relevant qualifications.
- Demonstrate leadership and management and clinical supervision of multidisciplinary teams.
- Experience managing therapeutic programs and ensuring high-quality service outcomes including monitor program performance and implementing continuous improvement initiatives.
- Demonstrate advanced clinical and therapeutic experience working therapeutically with and responding to complex trauma related to sexual assault and/or family violence.

- Demonstrate advanced practice crisis intervention skills necessary for supporting people who have experienced sexual assault and family violence, including risk assessment and safety planning and a strong understanding of MARAM to respond to immediate safety & needs.
- Advance working knowledge in the application of relevant legislation and professional guidelines (including privacy requirements, children and young people at risk, MARAM, Family Violence Information Sharing Scheme, Child Information Sharing Scheme, relevant professional Code of Ethics and Practice Standards, and privacy requirements)
- Excellent teamwork, interpersonal and communication skills, including an initiative-taking and constructive approach to the delivery of commitments, and building trust and rapport with colleagues and leadership.
- Excellent skills in building key stakeholder relationships collaborating with other professionals and agencies to enhance wellbeing and safety for children and adults with an agile, creative, and problem-solving approach.
- Demonstrate commitment to professional development and education, and experience in supporting clinicians to work within frameworks of current and evidence based therapeutic interventions.

APPLICATION INFORMATION

- Application must include statements addressing each of the selection criteria listed. This is most important, as consideration for interview will be based on whether the essential requirements of the position are addressed within your application.
- Applications should include a current resume with three referee names and contact details.
- Applications are welcome for people from culturally diverse communities, and LGBTQ+ community members.
- GCASA is commitment to Child Safety Standards.

All applications are to be emailed and marked 'Confidential application for Therapeutic Service Manager Gippsland' email to:

Email: HR@gippscasa.org

Phone: 03 5134 3922.

CLOSING DATE: 3 weeks from posting.