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	14th 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



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.

In partnership with the Head of Client Services, lead work to develop a clear, shared understanding of the counselling service internally and externally, including its purpose, scope, Model of Care, the support it provides, and its contribution within the broader organisation.

Key responsibilities

- Provide operational and practice leadership to the counselling team through oversight of caseload management, client allocation, service demand, clinical governance, and service quality, supporting counsellors working with complex presentations and promoting safe, consistent, trauma- and violence-informed, client-centred practice.
- Maintain a counselling caseload of approximately 8 direct client-contact hours per week (around 29% of the role), balancing therapeutic counselling with practice leadership.
- Support the review, and documentation of the counselling service's Model of Care in partnership with the Head of Client Services and counselling team.
- Foster a culture of reflective practice, ethical decision making, shared learning, and continuous improvement through structured debriefing, reflective supervision, and trauma-informed leadership practices that support staff wellbeing.
- Work collaboratively with the counselling team to identify emerging trends, risks, service gaps, and opportunities for improvement, providing recommendations to leadership that strengthen client outcomes, employee wellbeing, and service efficacy.
- Support the review, implementation, and continuous improvement of counselling intake, assessment, allocation, referral, risk assessment, and safety planning processes, ensuring safe, equitable, consistent, and accessible client pathways while balancing client needs, risk and complexity, practitioner capacity, service demand, and client choice in access, allocation, referral, and ongoing service delivery decisions.
- Provide oversight of specialist risk assessment and risk management practices across the counselling team, including providing support with high-risk client situations, mandatory reporting requirements, critical incidents, and escalation processes.
- Ensure clinical records and documentation meet professional, ethical, legislative, and organisational standards, including requirements relating to confidentiality, privacy, and record keeping.

- Coordinate and facilitate training, coaching, mentoring, and professional development activities aligned with team capability needs, organisational priorities, and specialist practice areas.
- Actively participate in the Practice Leadership Team, working with your colleagues to navigate challenges, strengthen services, and support positive outcomes for women, children, staff, and the organisation. Contribute to a culture of safety, trust, learning, accountability, and belonging.

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 (DFSV), 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