

**Position Description**

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| **Position Title:** | Manager – Counselling & Therapy Services | **Department:** | Counselling & Therapy Services |
| **Reports to:** | Director | **Supervises:** | Counselling team |
| **Internal Liaisons:** | Counselling & Therapy services staff as well as the broader management team within the agency | **External Liaisons:** | Government departments, stakeholders and other relevant organisations |

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| **Position Objective** | The Counselling and Therapy Services Manager will be responsible for the day to day management of various counselling programs. This involves overseeing all aspects of the service delivery of the program and ensuring contractual obligations are met; managing and supporting staff and liaising with various stakeholders. The role includes developing the program along with projects to improve and expand services delivered to the community. |
| **Key Responsibilities** | Operations and Contract Management   * Manage the various programs on a daily basis according to the requirements of the different contracts and program guidelines. * Staff recruitment and retention. * Manage budget for the program. * Conduct annual planning day. * Attend contract meetings as appropriate. * Manage feedback and complaints and complete reports as required. * Conduct annual client surveys * Respond to client and stakeholder enquiries. * Review program data. * Develop service plans and reports in line with contract requirements * Stakeholder engagement which will involve some travel to regional areas.   Management of the team   * Shared general oversight of the team including Red Hill reception. * Participate and organise the team meetings including regional meetings * Manage any risk, critical incidents and staff debriefing as they arise in consultation with the Director. * Staff management including in-line supervision, performance management, appraisals, training and clinical supervision. * Provide clinical supervision within the team and/or across the agency * Conduct client file audits. * Manage the program and team who work across multiple sites. * Responding to requests for advice on complex cases and Child Protection cases from counsellors. * Approve timesheets in the allocated timeframe. * Provide orientation for new staff.   Meetings   * Organise and facilitate team meetings. * Participate in regular meetings with Director * Participate in meetings with the Leadership team * Coordinate and facilitate reception/admin meetings in conjunction with Favier House reception & Manager * Attend CCG or external meetings as appropriate.   QA   * Ensure policies and procedures are relevant and up to date (and ensure staff are aware of any changes). * Adhere to CatholicCare’s Code of Ethics and Conduct and professional code of ethics. * Manage feedback and complaints. Update the continuous improvement register. * Adhere to Work Health & Safety policies and process incidents reports as required.   Clinical Work   * Maintain a small caseload   Risk Management   * Comply with policies and procedures. * Contribute and review portfolio risk management plan. * Comply with workplace health and safety laws.   Professional Development   * Complete required core training. * Attend training as per PD plan. * Attend clinical supervision. * Complete supervision training   General   * Assist with tender writing as required * Submit purchase orders and invoice requests |

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| **Key Selection Criteria** | | | |
| **Qualifications /Certifications** | * Relevant Tertiary qualifications in Psychology or Social Work or Counselling * Full registration as a Psychologist through AHPRA or membership with AASW or membership with ACA/PACFA (Level 3 or 4) * At least 3 years of management experience within a clinical team * Demonstrated leadership skills and the ability to supervise, develop and manage a team * Current Driver’s Licence * Working with Vulnerable People Card | | |
| **Experience & Knowledge** | * Experience in managing a contract and team of clinicians. * Demonstrated leadership skills and the ability to mentor, develop and manage staff * 3-5 years’ counselling experience working with adolescents, children and families with a range of needs including mental health, trauma and complex needs. * Knowledge and understanding of relevant legislation * Good verbal and written communication skills. * Good time management skills. * Understanding of EEO, WHS and confidentiality. * Hold a current drivers’ license, a current Working with Vulnerable People card, Working with Children Check and be willing to undergo a police check. | **Attributes** | * Evaluating and monitoring own performance. * Having knowledge and confidence in own ideas and vision. * Taking responsibility. * Working ethically. * Working under pressure. * Demonstrating resilience. * Being punctual and meeting deadlines. * Flexible. * Emotional Intelligence. * Commitment to Social Equity. * Enthusiastic and Positive. |
| **Employee Declaration** | | | |
| I have read this document and agree to undertake the duties and responsibilities as listed above.  I acknowledge that:   * This position description details the accountabilities of the role and provides an indication of the current duties and tasks that I may be required to undertake. Additional or other duties may from time to time be allocated in order to fully meet the responsibilities of the role, team and any organisational objectives. * The measures where included in this document are indicative and will be reviewed with me on an annual basis and that my performance will be evaluated against these measures. | | | |

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| **Employee** |  |
| **Signature** |  |
| **Date** |  |