

**Position Description**

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| **Position Title:** | Manager – SFC Program | **Department:** | Counselling & Therapy Services |
| **Reports to:** | Senior Operations Manager / Director | **Supervises:** | SFC Counsellors and School Psychologists |
| **Internal Liaisons:** | Counselling & Therapy staff as well as the broader management team within the agency | **External Liaisons:** | Catholic Education, Association of Independent schools, Principals and other relevant organisations |

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| **Position Objective** | The Manager for the SFC Program will be responsible for the SFC Program which includes the School Psychologist positions. The Program Manager is responsible for the day to day management of the program including staff. |
| **Key Responsibilities** | Operations and Contract Management   * Manage the SFC program on a daily basis according to the requirements of the contract. * Staff recruitment to meet the contract hours required in schools. * 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 * Attend contract meetings with CE * Conduct annual principal meetings * Respond to client and stakeholder enquiries. * Allocate staff packages in conjunction with Director. * Review semester data from counsellors. * Respond to critical incidents and crises in school communities and co-ordinate response   Management of the team   * General oversight of the team including the administrative assistant. * Participate and organise the team meetings and Professional development each term. * Manage any tricky issues as they arise and support the SOM or Director. * Staff management including in-line supervision, performance management, appraisals, training and clinical supervision. * Provide supervision within the team and/or across the agency * Conduct annual client file audits. * Manage the program and team who work across multiple sites. * Debriefing sessions with staff and informal clinical supervision. * 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 according to term schedule. * Participate in weekly meetings with SOM. * Participate in 6 weekly meetings with the Counselling Leadership team * Facilitate fortnightly meetings with SFC administrative assistant * 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.   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 |

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| **Key Selection Criteria** | | | |
| **Qualifications /Certifications** | * Relevant Tertiary qualifications in Psychology or Social Work. * Full registration as a Psychologist through AHPRA or membership with AASW. | | |
| **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 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** |  |