

<b>Position title</b>	Manager, Counselling Services	<b>Reference</b>	
<b>Reporting to</b>	Initiatives Manager, Resolve	<b>Location</b>	Ludmilla
<b>Division</b>	Resolve	<b>Section</b>	Counselling
<b>Approved</b>	Executive Manager Families & Homelessness	<b>Date</b>	April 2020
<b>Comments:</b>			

## Organisation Statement

Anglicare NT is a respected provider of quality human services across urban, regional and remote areas of the Northern Territory. We demonstrate our values of Hope, Kindness, Respect, Fairness and Integrity through strength-based and trauma informed practice, cultural respect, child safety, social justice, community development and partnerships. Anglicare NT was formed by the Anglican Diocese of the NT to respond to the social needs of our diverse communities.

## Purpose of the Position

You will coordinate and lead a team of counsellors in the provision of family dispute resolution, parent orders and family and relationship counselling services for individuals, couples and families. The provision of these services must be in accordance with the Family Law Act of Australia and in line with Anglicare NT policy and procedures, funding agreements, sub contract requirements and guidelines.

The role will also include the coordination and management of Resolve's intake services and the requirement to manage a limited counselling caseload. The counselling services are provided to individuals and families with a primary focus on strengthening relationships with family members, including separated parents experiencing high levels of conflict with their children..

## Selection Criteria

### Position Specific Requirements

1. Tertiary qualifications in an appropriate social science and/or relevant counselling related discipline e.g. Social Work, Psychology or Counselling.
2. Minimum three years' experience in a coordination, management or leadership role.
3. Extensive experience in and commitment to high quality counselling practice with clients experiencing a diverse range of complex issues, including family, couples, child, domestic violence and trauma counselling.
4. Demonstrated superior skills and experience in the application of effective evidence-based models of professional supervision, direct line management and leadership skills.
5. Understanding of quality improvement processes with demonstrated commitment to continuous improvement and the ability to work towards the agreed outcomes.
6. Exceptional planning, time management and organisational skills with proven capacity to manage and track casework, and review of waiting lists where appropriate. oversight intake, the appropriate allocation of workflow, the effective monitoring of practitioner workloads.

### General Criteria

1. Demonstrated commitment to work respectfully and inclusively with Aboriginal and Torres Strait Islander and culturally and linguistically diverse people.
2. Demonstrated adherence to legislation, policies and procedures and a commitment to EEO, WHS, risk management and quality improvement practices.
3. Northern Territory Working with Children Clearance (Ochre Card).
4. National Police Criminal History Report (less than three months old) with acceptable outcome.
5. Ability to meet 100-point ID and additional visa / overseas work compliance measures.
6. Northern Territory Driver's Licence.
7. First Aid Certificate or willingness to obtain within 3 months.
8. Understanding of community services work and experience in communicating with a diverse range of people.

## Key Responsibilities

### 1. Leadership and Management

- The development of contemporary best practice counselling and education services which operate from a strengths perspective, are culturally relevant, gender sensitive, child and family focused and based on evidence-based interventions.
- Practice effective supervision, performance appraisals, practice reviews, training, development plans and communication forums with all staff in the team.
- Coordinate and provide line management supervision.
- In conjunction with the Initiatives Manager, participate in the recruitment, induction, orientation, and the retention of staff.
- Contribute to a positive and strengths-based workplace culture and participate in planning, review processes and celebrations.
- Contribute to the Resolve team's commitment to continuous improvement and quality assurance.

### 2. Practice Responsibilities

- Knowledge of relevant legislation such as the Family Law Act, Child Protection Act, Domestic/Family Violence related Acts.
- An awareness and ability to implement the principles of child and family focused practice.
- Oversight of intake and assessment of clients accessing Resolve services, including monitoring workflow, allocating new clients, reviewing risk assessments, monitoring practitioner workloads and reviewing waiting lists (where appropriate).
- Ensure clients that are identified with significant risk factors have documented safety plans that are reviewed regularly. Ensure the relevant level of management is informed to manage risk appropriately.
- Regularly review client feedback forms and outcome assessments.
- Undertake the review and approval of risk assessments associated with outreach/home visits and after hours office appointments.
- Maintain a counselling case load.

### 3. Operational Responsibilities

- Monitor the case management and practice review process for counsellors undertaking family and relationship counselling, family dispute resolution and parent orders counselling.
- Conduct professional supervision with counsellors including individual and group supervision and support the counsellor working in a remote location.
- Conduct fortnightly practice review meetings with counsellors
- Ensure all reporting tools, client data management systems, service utilisation related documentation and other systems are updated appropriately.
- Maintain the submission and approval of time sheets and leave requests within Anglicare NT delegations.
- Review and prepare comprehensive service activity reports in a timely manner.
- Prepare and process accounts for community partners who Resolve have a contractual arrangement to provide counselling services.
- Communicate critical incidents, complex client matters and significant staff issues with the Resolve Initiatives Manager and inform the Executive Manager as appropriate
- Travel to East Arnhem on occasions to support Resolve counselling service staff member.
- Contribute to the review, development, and implementation of the Resolve Activity Work Plan.
- Regularly maintain and update the Anglicare NT Feedback Register.
- Conduct regular client case file audits in line with Anglicare NT and Resolve procedures

### 4. Stakeholder Engagement

- Provide referral information to community partners and other stakeholders to improve referral pathways to counselling services.
- Respond to client feedback and complaints in collaboration with the Initiatives Manager.
- Use feedback from clients and other stakeholders as a learning opportunity to strengthen client satisfaction and improve service delivery.

- Liaise with partner organisations, and Anglicare NT staff to foster service collaboration and effective communication which enables high quality client and community outcomes.
- Participate in relevant community service system networks and forums and contribute to strengthening these systems.
- Collaborate and liaise with organizations who access Resolve counselling services on a fee for service or sessional basis. Seek opportunities to promote Resolve fee for service programs and to identify future funding streams and service opportunities.

### General Requirements

- Comply with Federal, NT and Local Government legislation, regulations, permits and / or by laws.
- Adhere to delegations, code of conduct, policies, procedures and general conditions of employment.
- Work within contract, program / project parameters and scope of practice.
- Comply with program guidelines, work plans, budget, data and reporting requirements.
- Comply with WHS requirements – remain vigilant and contribute to a safe working environment.
- Embrace organisational values, work cooperatively and help sustain a respectful workplace.
- Support and mentor work colleagues by sharing your skills, knowledge and strengths.
- Help implement our Reconciliation Action Plan and build an inclusive and culturally competent workforce.
- Maintain confidential client, staff and organisational information in line with requirements.
- Keep up to date with workplace communications, staff meeting records and the intranet.
- Contribute to planning, evaluation and continuous quality improvement activities.
- Participate in supervision, performance reviews and undertake approved training.
- Maintain attendance, payroll and leave records in accordance with procedures.

### Delegation of Authority

As per Board approved Delegation of Authority Schedule and aligned position classification (noting content will updated from time to time).