

## Position Description

<b>Job Title:</b>	<b>Family Safety Team Leader</b>	
<b>Job Purpose</b>	<p>The position of Family Safety Team Leader coordinates Men's Behaviour Change (MBC) Therapeutic Casework/ Counselling across multiple RANSW Centres and holds significant autonomy and decision-making capacity. The position works as part of a multi-disciplinary team, contributes to program and service development, and supports the centre including promoting services to clients and stakeholders.</p> <p>The primary function of the role is to provide coordination, supervision and leadership in the Family safety program area, and may be required provide direct service if required regarding the development and enhancement of the Family Safety Program. The role requires well developed practice and clinical supervisory skills, as well as flexibility, initiative, coordination and organisational skills.</p> <p>This role will have both program and cross Centre responsibilities managing the organisational interface with clients and external customers and ensuring the provision of quality services through support, supervision and facilitating team functioning and performance.</p>	
<b>Department:</b>	Operations	
<b>Position Type</b>	PPT Contract fixed term	<b>Date of Issue:</b> July 2020
<b>Location</b>	Various	

<b>1. Working Relationships</b>	
Direct Reports	N/A
Liases with	<p>Internally: Relationship Educators, Bi-lingual community educators, centre staff, Practice Leaders Specialists, General Managers, EGM's, Practice Leaders and Practice Specialists, Partnerships and New Business, and other staff.</p> <p>Externally: Commonwealth/State Government Departments, auditors, partner organisations, external evaluation teams and other stakeholders.</p>
Supervisor	Practice Specialist Family Safety
Manager/ Team Leader	Manager of Specialist Programs

<b>2. Core Responsibilities</b>	<b>Tasks</b>	<b>Weighting %</b>
2.1 Client Focus We ensure that our MBC	<ul style="list-style-type: none"> <li>Responsible for the support of services delivered within the Family Safety</li> </ul>	70

<p>clients and their families will receive judgement free and tailored services that are evidence informed, align with trauma informed care principles, responsive, effective and outcome focussed</p>	<p>Groupwork Program and MBC Therapeutic Casework/ Counselling Program.</p> <ul style="list-style-type: none"> <li>• Clinical Supervision of the primary MBC Therapeutic Caseworkers/ Counsellors.</li> <li>• Assists in the development and support of Family Safety Program, including MBC Groupwork and MBC Therapeutic Caseworkers/ Counsellors.</li> <li>• Along with key stakeholders, develop and enhance RANSW’s role in the men’s behaviour change sector.</li> <li>• Provision of quality therapeutic groupwork, casework and counselling support for MBC program participants focusing on behaviour change; and/or supporting victims/ survivors of DFV.</li> <li>• Assist staff to conduct sessions using multiple mediums including face to face, telephone, video and other mediums in accordance with RANSW policy and procedure.</li> <li>• Apply person centred, trauma informed, MBC practice and strength based approach when supporting staff to work with clients.</li> <li>• Support staff to maintain service to clients from referral to closure as appropriate, including all clinical and administrative tasks.</li> <li>• Ensure staff assess and refer clients to relevant services according to client identified need.</li> <li>• Support staff to maintain accurate client records, e.g. file notes updated daily, and data entry according to RANSW policy.</li> <li>• Support staff to enable clients to start taking responsibility for their behaviours.</li> <li>• Address identified risks to victims and children.</li> <li>• Assess the risks to victims and needs of children and other family members. In accordance with the family safety program, provide family members with relevant services eg counselling, family therapy, WWC.</li> <li>• Ensure confidentiality of all client information in accordance with RANSW policy and adhere to legislated Privacy principles.</li> </ul>	
<p>2.2 People We are skilled, engaged, innovative and client focussed in delivering high quality services</p>	<ul style="list-style-type: none"> <li>• Work cooperatively and contribute to the overall functioning of the family safety teams</li> <li>• Contribute and attend to continuous improvement of the quality of services provided to clients.</li> </ul>	<p>30</p>

	<ul style="list-style-type: none"> <li>• Participate in regular clinical supervision and professional development opportunities.</li> <li>• Maintain a professional standard of behaviour</li> <li>• Ensure compliance with the full range of organisational Code of Conduct and Policy and Procedures.</li> </ul>	
<p>2.3 Sustainability We ensure our organisation's long term sustainability</p>	<ul style="list-style-type: none"> <li>• Ensure compliance with Workplace Health and Safety requirements in line with RANSW Workplace Health and Safety policy and other policy and procedures.</li> <li>• Notify and escalate incidents (including complaints) in a timely manner.</li> <li>• Ensure Regulatory MBCP Compliance.</li> </ul>	10

### 3. Organisational Competencies

Competency	Descriptor
Building relationships	Pro-actively develops and maintains internal and external relationships to facilitate the achievement of work goals. Collaborates and establishes connection and affinity with others; achieves harmony with others easily and quickly: demonstrates interpersonal sensitivity.
Communication	Uses appropriate, effective ways to communicate to different audiences in diverse situations. This includes but is not limited to using a respectful tone and manner; listening actively; writing clearly and accurately in a variety of contexts and formats; listening and asking questions to understand other people’s viewpoints; communicating issues in a timely manner; awareness of and responsiveness to verbal and non-verbal communication styles; recognising and adapting to cultural differences in communication.
Continuous Learning	Acquires and applies new knowledge and skills in all experiences. Sets and pursues personal and educational goals; identifies and access learning sources and opportunities; show a willingness to continuously learn and grow; learn from your mistakes and successes; seek and accept constructive feedback from others; stays current with techniques and technologies in this field.
Customer focus	Able to create a customer centric perspective and delivery culture that achieves excellent customer experience and high levels of customer retention and referral business.
Emotional Intelligence	Demonstrates self-awareness and understands own emotions, acknowledges own strengths and weaknesses, and works on these areas to improve performance; Self-Regulation – able to control emotions and impulses; is thoughtful, comfortable with change, operates with integrity; Motivation – motivated; willing to defer immediate results for long-term success; highly productive; accept challenges; Empathy – able to identify with and understand the wants, needs, and viewpoints others; excellent at managing relationships, listening, and relating to others; Social Skills – team player; focuses on helping others develop and shine; can manage conflict / disputes; excellent communicator; builds and maintains relationships.
Self-Management	Shows an understanding of self and are conscious of the implications of your interactions with others. You act with honesty, integrity and personal ethics; recognise your personal efforts and the efforts of others; acknowledge diverse opinions and accept differences; have effective self-care strategies and manage your personal health and emotional well-being; take responsibility and demonstrate resiliency and accountability for yourself; plan and manage your personal time, finances and other resources; assess, weigh and manage risk in the face of uncertainty; recognise your strengths and areas for improvement; adapt to new environments and cultures; seek to understand and adapt to change.

Teamwork	Works cooperatively and collaboratively with others to accomplish team / organisational goals and reinforces the vision; respects the needs and contributions of others for quality service delivery and appreciates the operational pressures on others; works within the dynamics of a group; accepts and provides feedback in a constructive and considerate way; shares information and encourages others to do the same; supports and motivates the group to perform at its best; recognise the role of conflict when appropriate; build professional relationships; show accountability to the team and follow through on your commitments; work effectively with different personalities across a variety of social and professional situations; consider diverse, intercultural perspectives and working styles.
Business Acumen	Knowledgeable in current practices, trends, technology and information affecting the sector and organisation. Experience in business information analysis and interpretation.
Inspiring Others	Creates a climate in which people are driven to do their best. Motivates and empowers others in the workplace, acknowledges the contribution of all staff to the achievement of the strategy.

### Role Competencies

Men's Behaviour Change (MBC) Practice	Demonstrated understanding of the nature of domestic and family violence (DFV) and the impact of their behaviour. Work with MBC clients to create a meaningful and safe life for their family and themselves; enable them to start taking responsibility for their behaviours; begin addressing abusive behaviour; and identify strengths which can be used in order to address challenges. Ability to work with MBC male clients.
Therapeutic Casework/Counselling Skills	Ability to practice with empathy, acumen and understanding in order to engage clients and to make sound decisions about the extent and timeliness of the required client support. Demonstrated counselling and casework skills with clients who have been impacted by childhood trauma. Ability to establish rapport, respect and trust with clients.
Client orientation	Attention to person- centred needs and strengths identification and assessment; respond to the client's need in a manner that increases well-being and generates satisfaction; actively listen and follow through on commitments to clients.
Trauma Informed Care	Demonstrated understanding of trauma-informed care principles and ability to practice in accordance with TICP.
Professional practice and development	Demonstrated maturity and professionalism. Ability to engage in reflective practice through clinical supervision and a commitment to continual professional development.
Interpersonal and Communication Skills	Demonstrated initiative and adaptability to changing situations. Ability to work effectively. High level of oral and written communication skills.

Team work	Ability to work as part of a team as well as independently. Collaboration and cooperation in working toward shared organisational goals for service delivery and contribute to a positive team culture.
Crisis management	Ability to think and act appropriately in a crisis and to manage self and others in situations where emotions and conflict are apparent. Can manage their own emotions and assist others to remain calm.
Accountability	Takes ownership of work and identified areas of improvement, transparent in practices, corrects mistakes when identified.

<b>4 Prerequisites</b>	
<b>4.1 Mandatory</b>	
Qualifications	Formal graduate qualifications in Social Work, Psychology or other relevant disciplines. Post graduate training in counselling.
Experience	Minimum 3 years experience in working with families that have experience family domestic violence. Counselling and casework experience with individuals and families. Minimum 100 hours of clinically supervised counselling practice.
Knowledge	Understanding of men’s behaviour change practice and the issues that support collusion, coercion or cooperative practice when working with men who use violence. Understanding of the long term impact that DFV has on former/ current partners and the children. Understanding of trauma informed care principles and implementation.
Supervision	Demonstrated skills, experience and training as a clinical supervisor, giving and receiving live supervision.
Technical	Ability to provide quality therapeutic casework / counselling interventions that are person- centred, trauma-informed, strengths-based. Highly developed therapeutic skill base for assessment, engagement, case planning and working with people who have experienced loss, abuse and trauma.
Team work	Experience and ability to work as a collegial member of a team, sharing information proactively.
Other	Demonstrated ability using a client management database. Excellent verbal and written communication, interpersonal, and relationship building skills – builds connection and empathy quickly.
<b>4.2 Desirable</b>	
Qualifications	<p>Post Graduate qualifications in counselling, trauma or other relevant disciplines. Completion of relevant training in MBC practice i.e. Grad Cert in MBC (Individual and Group).</p> <p>Be registered or eligible for membership of:</p> <ul style="list-style-type: none"> <li>• Psychotherapy and Counselling Federation Australia as a clinical member or</li> <li>• Australian Counselling Association (Level 3 or 4) or</li> <li>• Australian Association of Social Workers</li> <li>• Australian Psychological Association</li> </ul>
Experience	<p>Experience in facilitating men’s behaviour change programs.</p> <p>Experience with working with Aboriginal and Torres Strait Island people and ability to ensure cultural safety.</p> <p>Experience with working with people with a disability and ability to ensure cultural safety.</p> <p>Demonstrated competence and understanding of working within a trauma informed framework.</p> <p>Experience with working with people from culturally and linguistically diverse backgrounds and ability to ensure cultural safety.</p> <p>Experience with working with LGBTIQ+ related issues and ability to ensure cultural safety.</p>

Technical	Ability to use office technology.
Team work	Experience in working in a large organisation and contributing to organisation strategic targets.
Other	Ability to facilitate groupwork programs and work flexible hours.

<b>5.0 Authority</b>	
Expenditure	Nil
Brokerage	Nil

<b>6.0 Agreed</b>	
Authorised and Dated by Head of Operations: .....	Authorised and dated by Human Resources: .....
Signed and dated by Employee: .....	