

## Position Description

### The Role

Title:	<b>Team Leader, Counselling</b>
Purpose Statement:	The Team Leader - Counselling leads a team of Counsellors who provide a range of support options, including drop-in and multi-session trauma-informed counselling for people affected by complex mental health issues including family, friends and carers.
Team:	Services
Reports to:	Manager, Support Centre
Direct reports:	Counsellors (including part-time or casual)
Location:	Melbourne
Employment Status:	Full time (Fixed Term Contract to June 30 2023)
Industrial Instrument:	Health Professionals and Support Services Award – Level 7

### Key Functions:

- **Support Centre**
  - Provide guidance, support and line management to a team of Counsellors.
  - Demonstrate leadership in the Support Centre through effective people management, including:
    - Oversee the drop-in or multi-session counselling across voice, video, chat and email.
    - Oversee system data entry quality and operational reporting.
    - Oversee internal client referral process to Welcome Team.
    - Identify and implement strategies to further encourage team collaboration, respect and enhance team morale within the team.
    - Ensure Counsellors maintain accurate records, client case notes and contacts and ensure data entry is up to date, accurate and complete.
  - Identify opportunities and strategies to enhance internal communication, to ensure the Counsellors are informed and participate in organisational wide matters that impact them.
  - Ensure timely and accurate communication through regular meetings to disseminate information from the Organisation.
  - Provide ongoing feedback and coaching on performance as well as counselling practice
  - Provide debriefing, coaching, support and guidance to Counsellors on managing and intervening complex or any risk associate issues.
  - Support and mentor team members to take on the Shift Supervision function.
  - Represent as a Change Lead. Work with Counsellors in pilot activity and seek to develop or improve new services.
  - Ensure effective delivery of services within the budgetary constraints.

- Identify efficient service provision strategies that ensure expenditure is justifiable and relevant.
  - Prepare timely and accurate reports on service provision and operations as required (for the Executive, the Board, Funders etc).
- **Operations**
    - Oversee the daily operations of the Support Centre across all of the service components: telephone calls, online chat, email enquiries, forum moderation and any other future services
    - Manage and coordinate the daily activities on the CRM.
    - Identify opportunities for incremental improvements of the CRM by working with internal stakeholders and external suppliers/contractors.
    - In consultation with team members, develop and maintain rosters.
    - Ensure timesheets and other processes associated with payroll are completed according to the timelines.
    - Ensure leave requests are processed in a timely manner including updating the roster and communication to the team.
    - Manage and arrange shift coverage in line with the operational needs.
    - Ensure Counsellors are adhering to the roster in support of achieving daily service levels.
    - Utilise the frameworks set out by the Clinical and Quality Governance team to review and improve Support Centre policies and procedures.
    - Assess risk and ensure compliance with relevant policies and procedures.
    - Develop, implement and document new technologies, operational changes, policies and procedures.
    - Proactively initiate the development of new policies and procedures as required to ensure best practice and strong clinical governance.
- **Quality and Safety**
    - Create, maintain, and foster a safe and mentally healthy workplace at all times.
    - Maintain compliance in relation to information security standards and relevant compliance frameworks.
- **Leadership, People and Culture**
    - Provide day-to-day leadership, mentoring and coaching to Counsellors.
    - Develop and empower employees to deliver high quality, client-centred and cost-effective services.
    - Provide role clarity for all team members, set and document clear standards and ensure accountability for performance and results.
    - Work with the Manager, Support Centre to ensure recruitment, onboarding and training is a high standard across the team.
    - Manage ongoing performance and development.
    - Facilitate regular group supervision and professional development activities for team members.
    - Optimise skill development and develop a training schedule to meet individual needs, ensuring there are appropriate development opportunities.
    - Provide internal training, advice, and practical assistance to build competence and expertise.
    - Participate in the Leadership group and related activities.
    - Drive a high-performance culture to achieve team and organisational goals.
    - Embrace the SANE Australia values in everything you do

- Maintain respectful relationships and communications with all SANE Australia team members, partners and supporters.

### **Key Relationships:**

- External Professional Supervisors

### **Essential Requirements - Key Selection Criteria:**

- **Skills & Expertise**

- A strong knowledge, understanding and skill in providing support, information and referral for those affected by complex mental health issues (including families, friends, carers)
- Experience managing a team of Counsellors including providing supervision, leadership, coaching and mentoring to team members – delivering positive and negative feedback constructively and managing performance issues as needed.
- Experience in counselling service environments in mental health, preferably in telephone and/or digital settings.
- Well-developed communication skills, written and verbal, and an ability to effectively lead people through change.
- Good organisational and time management skills.
- A reasonable level of resilience to fulfil the demands of the role, work under pressure and prioritise competing demands.
- An openness to feedback and an ability to apply reflective practice to improve own performance.
- A passion for health, safety and wellbeing for team members.
- Demonstrated experience and proficiency in the effective use of computer applications (e.g., MS Word, MS Excel, PowerPoint, Teams) and data collection systems.

- **Qualifications**

- Tertiary qualification in psychology, social work, counselling or other relevant field
- Eligibility for membership with, or working towards full or provisional registration with, the appropriate professional body (AASW, AHPRA, PACFA, ACA).
- Minimum 3 years' experience in a similar role.