

## JOB DESCRIPTION

Position Title:	Counselling Manager (internally referred to as Practice Manager – Therapeutic Services)
Position Type:	Full time, Ongoing
Location:	Deakin, ACT
Reporting Relationship:	Director of Operations
Position Classification:	The position is classified at Band F in accordance with the RACR Enterprise Agreement
Remuneration:	\$97,918.49 to \$103,259.16 per annum for full-time plus superannuation and PBI benefits
Reviewed on:	23 April 2021

### Roles and Responsibilities

The Counselling Manager is expected to support the clinical governance processes of RACR, to develop, maintain, and manage the quality of the therapeutic practice and services operating within Relationships Australia Canberra & Region. Therapeutic services refer to any counselling, relationship education, and specialised family violence programs delivered by Relationships Australia Canberra & Region. It also refers to any group work, casework or project that operates as a therapeutic service or any therapeutic work undertaken by the RACR.

In consultation with the Director of Operations:

- provides clinical support and leadership to staff delivering therapeutic services, including counsellors and family advisors
- provides supervision to some team members and ensures all others have access to regular, quality, reflective supervision
- contributes to planning and executing the streamlining of services enabling RACR to provide quality and timely therapeutic services
- contributes to implementing universal risk screening of all client and a framework to safely refer clients to other supports and services
- reflects and plans continuous improvement to services based on feedback from clients and emerging research and practice
- contributes to the development of innovative service delivery models
- ensures therapeutic programs are delivered ethically and within the standards set out in the RACR Practice Governance Framework and budgetary constraints
- and supported by the Executive Advisor-Practice leadership, sets standards for quality service delivery and practice requirements, ensures client data is accurately collected by practitioners and evaluation of each program takes place informing the continuous improvement of services
- works proactively with the senior leadership team to develop innovative services across RACR
- creates opportunities for team members to reflect on morale and wellbeing and encourages healthy workplace relationships and self-care

- ensures recruitment, induction, supervision, professional development and performance management are carried in accordance with RACR practices, and places the client at the centre of the work we do
- liaises with client service officers to enhance the client service journey
- articulate RACR's vision, strategic and operational goals to team members and help them translate this into practice
- participate in the development, implementation and maintenance of a safe and healthy workplace and take reasonable care to ensure the health and safety of staff and clients
- other duties as requested.

### **Selection Criteria**

#### **Essential**

1. An appropriate tertiary qualification in, social science, social work, psychology, counselling, clinical work or a related area, and current registration with the:
  - Australian Psychological Society (APS)
  - Australian Association for Social Workers (AASW)
  - Psychotherapy and Counselling Federation of Australia (PACFA), or
  - Australian Counselling Association (ACA).
2. Experience leading a counselling team that delivers a diverse range of services including for individuals, children and young people, couples and families.
3. Demonstrated understanding of the drivers, contributing factors, assessment and risk management relevant to family and domestic violence, and experience and skills in the use of a systematic framework.
4. Demonstrated ability to work collaboratively with multi disciplinary teams to facilitate a smooth transition for clients who may need other services or supports.
5. Demonstrated interpersonal, oral and written communication skills and computer literacy.
6. Knowledge of particular issues facing minority and diverse communities and ability to respond respectfully, and in particular Aboriginal and Torres Strait Islander communities.

#### **Special Requirements**

- Must provide current proof of registration for the:
  - NSW Working with Children card, and ACT Working with Vulnerable People card
- Current driver's licence.
- The position has responsibilities for services in the ACT and surrounding region/or Riverina Murray region (as relevant to where the position is located). Therefore, regular travel to the surrounding NSW areas is required.
- Capacity to work outside of normal business hours to support RACR services.
- Commitment to mission and values of RACR.
- Relationships Australia Canberra and Region honours Australia's First Peoples. We have an expectation that every member of staff agrees to work toward their own cultural awareness and fitness and will participate in cultural training and discussions during the course of their working life with our organisation.
- Understand and embed restorative principles in their work and interaction with others.

#### **Contact Person**

For further information about the position or application process, please contact Julie King, Director of Operations on 02 6122 7100 or 0428 745 234 or email [careers@racr.org.au](mailto:careers@racr.org.au).