



Counselling Team Leader (Toowoomba)

Position Details

Position:	Counselling Team Leader (Toowoomba) Permanent position with probationary period. Commencing February 2019
Classification:	SCHCADS Social, Community, Home Care and Disability Service Industry Award 2010 Level 7.1 – 7.3
Salary:	\$47.66 - \$49.69 hourly rate (\$92,937 - \$96,895 per annum)
Additional Benefits:	Generous salary sacrifice package, 10% superannuation, Additional bonus leave, professional development budget, external supervision, EAP.
Hours:	75 hours per fortnight (9am to 5pm Monday to Friday)
Accountability:	DVAC Board of Management, CEO, Managers and Staff Team

Organisation information

Vision

Passionate Leaders creating freedom from gender violence.

Purpose

DVAC works with individuals and communities to eliminate, prevent and respond to domestic and family violence, and sexual violence by:

- Collaboratively providing quality support services;
- Challenging social norms and structures that enable people to use violence/enable the use of violence;
- Building awareness and capacity within the community; and
- Encouraging egalitarian relationships.

Philosophy Statement

The Domestic Violence Action Centre (DVAC) has a long history in providing high quality services to women, children and young people who have experienced domestic and family violence in the Ipswich, Toowoomba and surrounding regions. DVAC works from a feminist perspective. We have a gender analysis of domestic violence that understands that domestic and family violence is a result of systemic power imbalances and inequalities. We acknowledge the many barriers that exist for women and their families as they seek safety and support, and that women from diverse backgrounds can face particular and unique barriers. We are strong advocates for change on all levels. We actively stand against all forms of oppression (including racism, sexism, ableism, homophobia, and multiple other forms of oppression) and believe in the right of justice, equality and fairness for all.

We regard women as the experts over their own life and we see our work as a partnership that is respectful, transparent and accountable. We work from a relationship-based approach where we are committed to sharing information, validating choices and ensuring we provide a safe space that is non-judgemental and at all times supportive.

We aim to consistently apply the same set of values and principles to all levels of our work – with clients, with colleagues in our organisation, and in our valued relationships with other workers and organisations within the service sector. We aim for a high level of integrity in all aspects of our work and we welcome feedback and input from all those involved with our service.

Through high quality service delivery combined with education, training, awareness raising and activism against violence in all its forms, our hope is to use our passion as leaders to create a world free from gender violence.

The Organisation

You will find detailed information about the organisation on our website www.dvac.org.au

Equal Employment Opportunities

DVAC values diversity in our workforce, and as such encourages applications from women from Aboriginal or Torres Strait Island backgrounds. DVAC also encourages women from culturally or linguistically diverse backgrounds to apply for vacant positions. DVAC recognises and celebrates the unique benefits that employing a diverse group of women with a broad range of life experiences, brings to the organisation. DVAC has an exemption under Section 25 of the *Anti-Discrimination Act 1991 (QLD)* and it is a general occupational requirement that all applicants identify as female.

Position Summary

The Counselling team leader has autonomous responsibility for human resources, initiatives and service delivery within delegated team. Initiatives within this team include:

- Women's Counselling
- Family Counselling
- Service Against Sexual Violence (SASV)
- Men's Behaviour Change Program

Given the nature of the work and the organisation, it will be important for any worker in this position to be able to work autonomously, ethically and with limited direction.

Key Responsibilities and Outcomes

Leadership

- Oversight and continual development of quality practice.
- Actively problem solving.
- Ensuring compliance and best practice.
- Creative problem solving and responding to gaps in service delivery where possible.
- Developing and maintaining initiatives.
- Autonomous decision-making on team related issues and initiatives in consultation with relevant staff when required.

Human Resources

- Responsibility for all human resources requirements within team including recruitment, induction, supervision, reviews, ongoing professional development, performance monitoring and management, staff well-being.
- Supervision requirements include professional trauma informed crisis response, practice development and line management responsibilities.
- Coordination and oversight of external supervisors accessed by team members in line with DVAC Policy.
- Scheduling and rostering to ensure initiative requirements are adequately staffed.
- Overseeing and encouraging cultural well-being of team and interpersonal team relationships in line with DVAC values beliefs and code of conduct.
- Role development and review in consultation with relevant broader leadership team.
- Prioritise team work load, support workers and set boundaries in order to meet competing demands

Initiatives

- Full program responsibility for the Counselling Team which includes the above-mentioned initiatives.
- Ensuring that practice and performance adheres to relevant legislation, practice standards and reporting requirements as well as DVAC policies, procedures and practice guidelines.
- Developing best practice systems and tools which support service delivery within the team.
- Increase knowledge regarding feminist practice and its application in working against domestic and family violence and sexual violence.
- Increase knowledge and skills to ensure the provision of culturally, gender and age appropriate services to clients.
- Lead and facilitate processes that support service delivery internally as well as with external stakeholders.
- Lead evaluation and service delivery improvement within the team.
- Service delivery:
 - Provide direct service delivery as required
 - Support staff to provide service delivery as per their individual position descriptions

Organisational in accordance with service values and requirements and industry practice standards:

- Lead, identify and implement solutions to gaps and trends and respond appropriately
- Participate in the implementation of the strategic direction of the organisation, and create a corresponding operational plan for relevant initiatives
- Oversee and lead the development of the provision of anti-discriminatory, client-centred practice in accordance with service values and requirements;
- Lead and participate in the development of funding submissions, in collaboration with the Executive Team
- Advocate on behalf of clients and the service within the funded area
- Represent the service to funding bodies, external stakeholders, media as required
- Participate in the monitoring of legislative and policy developments regarding domestic and family violence and sexual violence;
- Meet reporting requirements for the relevant initiatives.
- Work within the *Practice Standards for Working with Women affected by Domestic & Family Violence*, and the *Professional Practice Standards: Working with men who use domestic and family violence* developed by the Department of Communities Qld and the *Qld Government Interagency Guidelines for Responding to Adult Victims of Sexual Assault* and the *National Standards of Practice Manual for Services Against Sexual Assault*; and
- Undertake any other duties as lawfully directed by the CEO or Service Manager

Accountability

The Counselling Team Leader is required to work within the philosophy, objectives and policies of the organisation including:

- Working within a feminist framework.
- Working as a member of the staff team.
- Utilising consultative and collaborative processes.

The Counselling Team Leader is ultimately accountable to the Service Manager, but will also report to the CEO and the Board as the employing body. The Counselling Team Leader will comply with the established processes for ensuring the transparency of all decisions and actions taken in the course of the work. The Counselling Team Leader will also be accountable to the staff team and the consumers of the service.

Preferred Qualifications and Experience

- Possession of relevant tertiary qualifications in the human services field.
- Experience and skills in leadership and supervision of staff.
- Experience and skills in gender-based violence risk assessment, trauma informed practice, safety planning, crises support and system advocacy.
- Well- developed crisis response skills in risk assessment and management.
- Well-developed interpersonal and communication skills.
- Current driver's licence and Blue Card.
- All DVAC staff are required to complete a National Police Check upon successful offer of position.

Personal Attributes

- Passion for working with women in a rapidly changing, intensive, crisis driven environment.
- Ability to remain calm and make professional assessments under pressure.
- Ability to advocate while maintaining positive relationships with both stakeholders and colleagues.
- Ability to be organised, prioritise and manage time effectively in the face of multiple demands.
- Willingness to engage in honest, transparent, reflective and accountable practice.
- Ability to connect daily crisis work with larger organisational goals and community outcomes.

Applying for this position

Please send a current CV along with a no more than **2-3 page** expression of interest document addressing the below selection criteria to ea@dvac.org.au using the subject line "Counselling Team Leader EO1"

The closing date is [Click or tap here to enter text.](#) [Click or tap to enter a date.](#)

Selection Criteria

1. Outline crucial issues affecting people experiencing sexual violence, women and children experiencing domestic and family violence, and your understanding of feminist perspectives on these issues, including the individual, familial, legal and social issues involved?
2. Outline your extensive experience and skills in, and conceptual framework for providing counselling services to women and children, and your experience of supervising staff who provide counselling support programs to women and children who have experienced trauma.
3. Outline your extensive experience and skills in designing, developing and delivering Counselling Support Programs
4. Describe how you developed your capacity to build positive and effective working relationships with a range of stakeholders, and what specific skills do you contribute to this process.
5. What strategies and skills do you employ to prioritise competing demands in a crisis driven environment, and in what contexts have you had to apply these strategies?
6. How has your experience in working autonomously and managing programs and their resources developed your current skills to maintain and continuously improve an existing program?
7. What are your values and skills in the provision of supervision and support in a collaborative staff team environment in a community-based organisation?
8. Outline your knowledge of administrative functions within a counselling team (e.g. computer skills, data management, reporting, verbal and written skills) and how do you contribute to such functions