

Position Description

Position Title:	Team Leader, Counselling and Relationship Services
Program:	Counselling and Relationship Services, Client Services
Location:	Bendigo and Shepparton. Regular travel to other locations will be required.
Reports To:	Senior Manager, Counselling and Relationship Services
Award and Classification:	<i>Social, Community, Home Care and Disability Services Award 2010, Level 6</i>

This Position Description intends to describe the general scope, level of work, accountabilities and responsibilities of the position. It does not necessarily include all duties and responsibilities.

This Position Description may be altered in accordance with the changing requirements of the position.

About CatholicCare Victoria

CatholicCare Victoria is a leading and influential provider of charitable and social services in Victoria. The *Mission* of CatholicCare Victoria is to build communities that recognise and nurture the dignity of each person. Our employees share our *Mission* for a stronger, more inclusive society through supporting individuals, families and communities in times of need, especially those who are most disadvantaged, vulnerable, marginalised and/or at risk.

CatholicCare Victoria delivers excellence in a broad range of child, family and youth services, family relationship services, school counselling and pastoral care services, social housing, employment and advocacy services across various office locations and delivery sites in Victoria.

CatholicCare Victoria draws on the principles of Catholic Social Teaching to inspire and direct our endeavours. We value and respect human dignity and embrace diversity in an inclusive work environment.

About Client Services

Client Services comprise client programs and services across CatholicCare Victoria with a range of diverse practitioner positions across multiple programs. Programs are funded from Federal, State and philanthropic sources.

Client programs and services are grouped as follows:

- Community Care – Services which offer care and support for those in need.
- Community Participation – Programs which enable individuals and families to participate within communities.
- Community Wellbeing – Programs which assist the wellbeing of families in contemporary society.
- Client Services and Development, including contract management – Coordination of contracts including CatholicCare Victoria Tasmania (CCVT), data integrity and reporting, Policy and Advocacy, Business and Service Development, Social Enterprise and other service development.

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CatholicCare Victoria Values

Values	Behaviour
Respectfulness	We value people for who they are and recognise what they are doing. We interact with others honestly and in a positive, considerate, and caring manner.
Integrity	We value the work we do. We are fair, honest, and trustworthy. We act professionally, take accountability for our actions, and keep our promises.
Inclusivity	We welcome everybody, working to enable everyone to feel like they belong and have a place – from a face to be seen to a voice to be heard.
Collaboration	We walk alongside clients, communities, and each other. We contribute to the work and lives of others so that we can all achieve our best, together.
Compassion	We connect with each other's stories. We acknowledge the inherent strengths and diverse experiences of others. We act with kindness and care in all our relationships, helping each other to address our challenges in a safe and welcoming environment.

Position Summary

The position is responsible for ensuring the effective and efficient coordination and supervision of the Counselling and Relationship Services programs. The position is also responsible for coordinating and monitoring caseloads, including providing support, guidance and supervision to staff to ensure positive outcomes, and includes carrying a therapeutic client case load.

The Team Leader will work collaboratively with other Team Leaders to ensure that a cohesive team delivers the best and most consistent results for our clients across CatholicCare Victoria.

The position currently has team leader level responsibility for the Family and Relationship Services (FaRS) activity and Family Law Counselling (FLC) across the Bendigo and Shepparton office locations.

The position is required to be based across both the Bendigo and Shepparton sites with the expectation of shared time in these two locations.

The position will also require travel to other sites (internal and external) to attend meetings, training, events and other stakeholder needs.

Key Result Areas and Responsibilities

The order in which key result areas and responsibilities are listed is not necessarily significant.

Key Result Area	Key Responsibilities
Program Delivery and Reporting	<ul style="list-style-type: none"> • Manage a varied client caseload through both supervision of staff and personal direct service delivery including managing a waiting list/active hold where required • Report monthly to the Senior Manager, Counselling and Relationship Services on progress against targets, objectives, deliverables and expenditure against budgets • Coordinate and supervise client and staff program requirements

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	<ul style="list-style-type: none"> • Contribute to the development of funding proposal submissions, service models, research and innovation • Undertake and complete all reporting requirements in accordance with milestones
Program Development	<ul style="list-style-type: none"> • Participate in the formation of programs and work practices • Support the Senior Manager, Counselling and Relationship Services in developing, implementing and reviewing operational/business plans for the portfolio
Leadership and People Management	<ul style="list-style-type: none"> • Promote a positive workplace culture with a high performing, engaged team • Supervise and coach direct reports to support them in the achievement of their goals • Support the Senior Manager, Counselling and Relationship Services in ensuring the effective implementation of workforce planning and recruitment • Complete onboarding, probation, performance review and development, and learning and development processes in accordance with People and Culture policies and procedures • Proactively implement conflict and grievance resolution processes in accordance with People and Culture policies and procedures • Complete probation and performance management processes in accordance with People and Culture policies and procedures
Financial Management	<ul style="list-style-type: none"> • Contribute to the preparation and monitoring of program budgets • Ensure the program and services operate effectively within budgets
Relationship Management	<ul style="list-style-type: none"> • Represent CatholicCare Victoria, as appropriate, in liaison with health and community organisations, parishes, government, business and other stakeholders at local, community and regional levels • Liaise with other services on demand management, referrals and service delivery issues
Quality and compliance	<ul style="list-style-type: none"> • Work collaboratively with stakeholders and implement CatholicCare Victoria's continuous quality improvement approach throughout the program and service area, including the implementation of the Quality Work Plan for programs and services • Ensure a culture mindful of risk management, health and safety at all times • Support the Senior Manager and Support Services in the efficient and effective program use of fleet vehicles, IT systems and general facilities to ensure optimal delivery of service to clients
Site Management	<ul style="list-style-type: none"> • Support other site leadership staff in the coordination and management of issues including health and safety, administration and related matters as required

The position is also required to perform other duties as lawfully and reasonably directed.

Reporting and/or Supervision Relationships and Authority

Reporting Relationship:

The position works under the limited direction of and reports to the Senior Manager, Counselling and Relationship Services.

The position is expected to provide first level supervision and management of employees, including setting outcomes for the work area for which they are responsible.

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Authority:

The position exercises first level supervisory responsibility for the Program. The position allows the incumbent the scope to influence the operational activities in their portfolio.

The position has significant delegated authority from the Senior Manager, Counselling and Relationship Services.

Position Breadth:

The Team Leader is accountable for small to medium program areas and assists the Senior Manager, Counselling and Relationship Services with contracted funding, budget and accreditation responsibilities.

Stakeholder Relationships**Internal Relationships:**

The Team Leader:

- works closely with Managers, other Team Leaders and the position's direct reports
- works with the Finance stream to monitor program budgets
- works with People and Culture to ensure a positive workplace culture and implementation of People and Culture policies and procedures

External Relationships:

As agreed with the Senior Manager, Counselling and Relationship Services, the Team Leader establishes and maintains key external relationships including however not limited to:

- local catchment service networks, including local government
- working groups and reference groups with peak bodies and other stakeholders
- Government departmental liaison and service delivery management
- other key stakeholders

Organisational Responsibilities of the Position**Workplace Health and Safety (WHS)**

CatholicCare Victoria is committed to the health, safety and wellbeing of employees, volunteers, contractors, clients and other people within our workplaces. The position is required to perform the responsibilities of the position adhering to the *Occupational Health and Safety Act (2004)*, in particular to:

- take reasonable care for your own and others' health and safety within the workplace;
- take reasonable care that your actions or omissions do not adversely affect the health and safety of yourself or others;
- cooperate with any reasonable directions, policies and/or procedures relating to health and safety in the workplace;
- report all injuries, illness, near misses or hazards as per CatholicCare Victoria policies and procedures; and
- participate in relevant health and safety training, and risk management initiatives based on position and responsibilities.

The position is also required to ensure a safe and healthy work environment for all employees, contractors, clients, volunteers and visitors.

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Cultural Safety and Respect

CatholicCare Victoria acknowledges the history, culture, diversity and value of all Aboriginal and Torres Strait Islander Peoples, and pays respect to their Elders past and present, as well as acknowledging future generations.

The position is required to work with Aboriginal and Torres Strait Islander Peoples in a culturally safe and respectful way.

Safety of Children, Young People and Vulnerable Adults

CatholicCare Victoria is committed to the safety of children, young people and vulnerable adults.

The position is required to perform the responsibilities of the position adhering to the *Catholic Safeguarding Standards, National Principles for Child Safe Organisations, Child Safe Standards* and any other relevant standards and/or legislation.

Risk Management, Accreditation and Quality Improvement

The position is required to actively participate in risk management, accreditation and quality improvement processes, procedures, systems and initiatives, including reporting risks, incidents and feedback in a timely and responsible manner.

Policies, Procedures and Legislative Requirements

The position is required to undertake the responsibilities of the position adhering to all CatholicCare Victoria policies, procedures and practice guidelines and relevant standards and/or legislation including, but not limited to:

- *Employee code of conduct*
- information privacy and confidentiality;
- equal opportunity, anti-discrimination and anti-bullying; and
- inclusion and diversity.

Key Requirements

Qualifications and/or Training

1. Relevant tertiary qualification, preferably in Social Work, Psychology, Human Services or Community Development or similar related discipline

Experience

2. Demonstrated experience in the delivery of health, social or community services
3. Demonstrated experience in providing professional supervision to client-facing staff in the delivery of human services programs

Knowledge, Skills and Attributes

4. Strong understanding of a variety of theoretical frameworks and intervention strategies, including working with children, young people and families
5. Sound understanding of relevant legislative requirements and funding body frameworks and guidelines
6. Demonstrated capacity to build and maintain effective relationships with a broad range of stakeholders
7. Proven skills in managing staff engaged in service delivery within a multi-disciplinary setting
8. Awareness of program budget management
9. Demonstrated ability to work autonomously and as a key member of operational teams

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10. Demonstrated awareness of the role of a faith-based organisation committed to diversity and inclusion of all clients, communities, staff and volunteers
11. Demonstrated interpersonal, written and verbal communication skills
12. Well-developed working knowledge of Microsoft Office suite and windows operating environment, including Word, Excel and PowerPoint
13. A collaborative style
14. Sensitivity to understand and respond to the needs of different audiences
15. Preparedness to travel, as and when required, to different locations

Child Safety

16. Demonstrated commitment to the safety of children, young people and adults in a respectful and inclusive environment for all diversity groups in accordance with the *Catholic Safeguarding Standards, National Principles for Child Safe Organisations, Child Safe Standards* and any other relevant legislation.

Other Requirements

- Current driver's licence.
- Current Victorian Working with Children Check.
- Current Australia-wide Police Check.
- A Statutory Declaration (provided by CatholicCare Victoria) to declare that: you have not lived overseas for more than 12 months in one country; OR if you have lived overseas for more than 12 months, that you have no criminal history overseas.
- International Police Check (where applicable).
- Right to Work in Australia.

Please note, CatholicCare Victoria will conduct the Police Check/s.

It is the incumbent's responsibility to maintain a current valid Driver's Licence, Victorian Working with Children Check and Right to Work in Australia.

The incumbent is required to agree to undertake a Police Check every three (3) years (or earlier to comply with specific contractual or legislative obligations and requirements).

Signatures

This section is to be signed upon appointment:

Name:	
Signature:	
Date:	

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