



Position Description as at June 2014

| Position Details | |
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| Title | Manager—Counselling |
| Unit | Counselling Services |
| Time Fraction | 5 days per week (with a requirement to work one evening shift per week) |
| Position Relationships | <p>Responsible to Chief Executive Officer</p> <p>Member of the Management Team</p> <p>Positions under direct responsibility – four</p> <p>Position to liaise with LifeWorks' Managers and Counsellors</p> <p>Position's place within organisation structure (see attached organisational chart).</p> |
| Principal Location | LifeWorks' Melbourne City office and other LifeWorks sites as needed. |
| Position Purpose | Responsible for the strategic development and delivery of counselling services and related programmatic areas, compliance with funding agreements, clinical oversight and professional standards of LifeWorks' counselling services. |

| Major Responsibility Areas and KPI's | |
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| Major Responsibility Areas | Key Performance Indicators |
| <p>1. Counselling Services</p> <p>Tasks:</p> <ul style="list-style-type: none"> Lead and manage all aspects of funded counselling services, and related programmatic areas, and any other fee-for-service counselling services. Strengthen external relationships with government funding agencies such as the Department of Social Services, Department of Human Services, Corrections Victoria and any other agency or organisation that LifeWorks contracts with. Effectively represent the organisation | <ul style="list-style-type: none"> Ensure the delivery of direct counselling services for the Family and Community Services Program funded by the Commonwealth Department of Social Services and the Federal Attorney-General's Department, any Court referred counselling clients and any contracted or fee-for-service clients. Relationships with funding agencies and community organisations can be demonstrated. All contracted and budgeted performance indicators and targets have been met. All relevant policies are current and up-to-date. Supervision arrangements are in place for all clinical staff and regular supervision reports |

| Major Responsibility Areas and KPI's | |
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| <p>in public forums, build linkages with funding bodies, other relevant community organisations and referral sources to assist in promotion of the organisation's services.</p> <ul style="list-style-type: none"> • Ensure the organisation meets annual contracted performance indicators and targets. • In collaboration with the CEO, or responsible officer, participate in the review of all policies and procedures relating to counselling services and directly monitor compliance. • Ensure the provision of both internal and external clinical supervision for those involved in direct service delivery, along with the timely submission of supervision reports from external supervisors. • Prepare government reports, service plans, work plans, tender documents, submissions and correspondence as required. • Participate in the direct delivery of education sessions for clients, community organisations and fee-for-service clients from time-to-time. • Carry a direct client load as service demand requires. | <p>have been received.</p> <ul style="list-style-type: none"> • Requisite reports, plans, tenders and submissions have been delivered. • Participation in relevant programs and seminars can be demonstrated. |
| Major Responsibility Area | Key Performance Indicators |
| <p>2. Family Violence Prevention</p> <p>Tasks:</p> <ul style="list-style-type: none"> • In collaboration with LifeWorks' Family Violence Prevention Co-ordinator and program managers, ensure that LifeWorks provides an integrated whole-of-family violence prevention service in line with best practice, as described in LifeWorks' policies and procedures, by the research literature and the No To Violence Standards manual. | <ul style="list-style-type: none"> • In collaboration with the Family Violence Prevention Co-ordinator, contracted programs are delivered in a timely way and all administrative functions met. |

| Major Responsibility Areas and KPI's | |
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| Major Responsibility Area | Key Performance Indicators |
| 3. Employee Assistance Program Tasks: <ul style="list-style-type: none"> Oversee the development and delivery of LifeWorks' Employee Assistance program. | <ul style="list-style-type: none"> The manager of EAP meets all key targets and maintains functional administrative processes and records. |
| Major Responsibility Area 4. VicRoads Safe Driving Program Tasks: <ul style="list-style-type: none"> Ensure the delivery of the VicRoads Safe Driving Program and its expansion. | |
| Major Responsibility Area 5. Maximise the extension of services to other agencies, funding bodies and organisations on a fee-for-service basis Tasks: <ul style="list-style-type: none"> In collaboration with the senior management of the organisation, develop submissions and tenders and pursue relevant income generation opportunities. Promote and market the organisation's services with relevant community organisations and referral sources. Maintain an awareness of practice and community trends, directions and needs which may provide opportunities for the organisation. | <ul style="list-style-type: none"> Can demonstrate the promotion of and participation in the business development opportunities through tenders, submissions, applications and networking events. |
| Major Responsibility Area 6. People Management Tasks: <ul style="list-style-type: none"> Manage and supervise Branch Managers responsible for direct counselling services. Ensure the debriefing of all staff from any critical incidents. Plan and implement a professional development program for counselling | |
| Major Responsibility Area 6. People Management Tasks: <ul style="list-style-type: none"> Manage and supervise Branch Managers responsible for direct counselling services. Ensure the debriefing of all staff from any critical incidents. Plan and implement a professional development program for counselling | <ul style="list-style-type: none"> All performance reviews of relevant staff have been completed according to the organisation's schedules. The professional development program of the organisation is conducted in a timely way with relevant guest presenters and facilitators. |
| Major Responsibility Area 6. People Management Tasks: <ul style="list-style-type: none"> Manage and supervise Branch Managers responsible for direct counselling services. Ensure the debriefing of all staff from any critical incidents. Plan and implement a professional development program for counselling | |

| Major Responsibility Areas and KPI's | |
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| <p>staff</p> <ul style="list-style-type: none"> • In collaboration with Branch Managers, appraise the activities of clinical staff and implement corrective performance management strategies as appropriate to ensure individuals and teams meet key performance indicators. • Ensure the completion of probationary reviews and annual performance appraisals. | |
| Major Responsibility Area | Key Performance Indicators |
| <p>7. Organisational Planning and Development</p> <p>Tasks:</p> <ul style="list-style-type: none"> • Contribute to counselling service work plans, budget development and fee-for-service activities. • Help progress the corporate management of the organisation and its strategic planning. • Assist in the preparation of reports, tender documents, submissions and correspondence as required. • Participate in the events of the organisation including meetings, professional development and external supervision. | <ul style="list-style-type: none"> • Participation in and contribution to the key business planning and professional development events of the organisation can be demonstrated. |

| Key Selection Criteria: |
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| <p>(Please note: Applicants need not respond in writing to all selection criteria)</p> |
| <ul style="list-style-type: none"> • Tertiary qualifications in an appropriate behavioural/social science and/or postgraduate studies in relationship counselling or family therapy. Further studies in management and/or organisational development will be highly regarded. • Sound knowledge and demonstrated experience of counselling theory and practice, including contemporary methods of relationship counselling and family therapy, child inclusive practice and professional supervision. • Direct casework experience in relationship counselling and professional supervision. • Registration with, or eligibility for membership of, an appropriate professional body. • Demonstrated high level ability to effectively manage a team. • Working knowledge of the Family Law Act 1975 will be highly regarded. • Experience in education or preventative programs, family violence intervention, group work, crisis intervention and staff development and training programs. |

Key Selection Criteria:

(Please note: Applicants need not respond in writing to all selection criteria)

- Demonstrated leadership skills, management and strategic thinking.
- Ability to maintain professional independence and to work in a self directed manner.
- A commitment to professional development, teamwork, efficient and effective service delivery and the client's best interests.
- High level interpersonal and communication skills with a demonstrated capacity to engage and foster the development of professional staff.
- High level capacity to work flexibly and responsively in a team environment.
- Capacity to meet deadlines and work within specified timeframes.
- Ability to administer and work within a specified program budget.
- Personal commitment to ongoing professional development.
- Computer literacy is essential.

Personal Qualities:

- Affinity with LifeWorks' values
- Generosity of spirit
- Capacity to "join in"
- Team player.

Terms and Conditions:

- Salary will be negotiated according to qualifications and experience and in accordance with the Social, Community, Home Care and Disability Services Industry Award 2010.
- The position is subject always to ongoing funding and satisfactory annual performance reviews.
- A probationary period of not more than six months will apply.
- Maintenance of confidentiality and reporting of serious matters in accordance with agency policy and procedures.
- Travel to the branches of the organisation, including some direct service provision from these sites and other locations including travel at short notice and overnight stays.
- As a member of the senior management within LifeWorks you are expected to be available to respond to exceptional circumstances outside of the specified time-fraction, including critical incident response where required.
- A requirement to work one evening a week in direct service provision.
- National police check and working with children check are mandatory.
- A current driver's licence is essential.

Acknowledgements:

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| Position Title Name: | | | |
| Signature: | | Date | |
| CEO's Name: | | | |
| CEO's Signature: | | Date | |
| Probationary Review: | | Date | |

Attachments. Current organisational chart.

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| Created: January 2008 | Authorised by: Chief Executive Officer |
| Circulated: February 2008 | Reviewed: April 2009 |
| Re-circulated: April 2009 | Reviewed: March 2011 and August 2011 |
| Re-circulated: August 2011 | Reviewed June 2014 |
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