

## Manager Counselling & Community Engagement

<b>Team</b>	Management team
<b>Classification level</b>	7
<b>Location</b>	Far North Queensland
<b>Reports to</b>	Director Strategic Development & Impact

### Vision

Sexual and reproductive health and safe respectful relationships for all.

### Mission

At True Relationships & Reproductive Health, we deliver:

- confidential, quality sexual and reproductive health care
- expert resources and training in sexual and reproductive health
- personal safety, sexuality and relationships education for professionals, families, and communities.

At True Relationships & Reproductive Health, we support people to:

- be safe in all their personal relationships
- achieve physical, emotional, and social wellbeing in relation to sexuality across their lifespan
- understand and have positive, respectful safe sexual experiences, free of coercion, discrimination, and violence
- access and make informed choices about reproduction and reproductive health.

### Values

Our values define the way we work and interact with our clients, partners, the community, and our environment. They guide us and help us to foster a culture of respect, courage, innovation, and commitment. Decisions based on values are supported.



#### **One Team One True**

Build an integrated culture, service systems and client experience.



#### **Partner of Choice**

Engage partners and scale-up our responses.



#### **Profit-for-purpose**

Grow revenue to reinvest in improved client and community outcomes.



#### **Excellence and evidence**

Maintain excellence in clinic, counselling, and education services through evidence-based work.



#### **Everybody's business**

Our focus is women, but we encourage everyone to be responsible help seekers.



#### **No barriers**

Quality care, education, and careers for people of all cultural backgrounds, identities, and regions.

### Primary purpose

The **Manager Counselling & Community Engagement** forms part of the Management Team. The role is responsible for building an integrated prevention, response, and recovery support system to alleviate the harmful impact of sexual abuse. The role leads the operational and strategic implementation of True's counselling and community engagement objectives in Far North Queensland (FNQ). This role will identify partnerships and community engagement opportunities to continually support primary prevention, response, and recovery activities.

The Manager Counselling & Community Engagement collaborates closely with the Director Strategic Development & Impact as a key advisor assisting with the portfolio's strategic planning and special projects/initiatives.

## Key accountabilities

### Leadership

- Be an active member of the management team.
- Create an enabling work environment by embedding True's values into the team culture.
- Lead and exemplify a healthy and safe working environment, modelling and promoting ethical behaviour and practices.
- Lead and exemplify compliance with True's policies and procedures.

### Service development and management

- Ensure a focus on evidence-based practice, together with a rigorous approach to evaluation and documentation of programs and outcomes.
- Ensure all portfolio services meet funding contract requirements, are operating efficiently, effectively, and are delivering desired and measurable outcomes for clients and True.
- Lead new partnerships to fulfil the portfolio's goals.
- Implement a continuous improvement framework to ensure the delivery of quality and timely counselling services and other programs and projects that reflect best practice.
- Lead the management of programs, training and community capacity building activities that aim to address prevention and recovery in relation to sexual abuse and sexual violence.
- Use knowledge of the community engagement programs and financial factors driving this portfolio to identify business development and growth opportunities.
- Provide a proactive approach to operational change in response to major service reform at both a State and Federal level.
- Ensure portfolio maintains compliance with accreditation bodies.

### Financial management and reporting

- Input to portfolio's annual budget.
- Manage the portfolio's expenditure budget to ensure that activities/services are delivered within agreed budget and timeframes.
- Undertake a range of reporting, contract, and compliance activities.

### People management

- Ensure individuals and the team are aligned to the business plan and goals with clear performance expectations/accountabilities.
- Create an environment to enable people to achieve their potential and to embrace change.
- Ensure team members are behaviourally aligned with organisational values.
- Build the capability and diversity of the team and embed a client focus to ensure delivery of culturally safe and responsive care.
- Create opportunities for team members to reflect on morale and wellbeing and encourage healthy workplace relationships and self-care.
- Establish a learning culture to support workforce and cultural capability.

### Professional accountability

- Use True and partner information and resources responsibly and with integrity.
- Undertake work in accordance with team standards and True policies, protocols, and procedures, including workplace health & safety, risk management, and relevant legislative requirements.
- Work within the standards and principles of True's framework for safeguarding children and vulnerable adults.

*NB. Other duties may be assigned from time to time.*

### Expected outcomes

- The portfolio's operations are effective to deliver services within scope of relevant funding agreements and commercial contractual requirements.
- External clients receive a high quality, culturally sensitive and professional level of service.
- High standards of counselling, and community engagement are maintained.
- Ethical delivery of portfolio's programs.
- All the portfolio's programs operate within budget.
- Counselling services meets required accreditation standards as assessed by external auditors.
- Team members are well supported and have clear direction and understanding of service requirements.
- Key contribution to developing the portfolio's strategic and operational plan, policies, and practices.
- Actively taking responsibility for self-care through reflection and communication with management and people and culture.

### Relevant skills, knowledge, and experience

- Accomplished manager (5+ years' experience) with relevant industry experience in counselling and community engagement services.
- Tertiary qualifications in social work/psychology, health or behavioural sciences, and eligibility for registration with that respective discipline.
- Demonstrated knowledge of trauma-informed counselling frameworks for children, young people, and adults.
- Demonstrated knowledge of relevant legislation and policy guiding sexual assault prevention, responses, and recovery in Queensland and nationally.
- Demonstrated experience in developing and successfully implementing strategic and operational plans and providing strategic options and advice to senior leaders.
- Demonstrated capability to analyse, develop and review policy, implement new integrated programs, and pursue commercial opportunities.
- Experience in funding contract management, data management, program planning, budgeting, and evaluation.
- Experience in consultation and collaboration with government and community organisations, and the development of partnerships to achieve strategic goals.
- High level resilience to fulfill the demands of the role.

### Other role requirements and licences

- Current Queensland C Class driver's license.
- Current Positive Notice Blue Card or registered with an approved regulated workforce.
- Compliance with True's vaccination policy.
- Maintain professional skills and registration with respective discipline.
- Delegation level 3.

### Statement of commitment to child safety

True has zero tolerance for child abuse and has systems to protect children and young people from abuse. We take all allegations and concerns very seriously and respond to them consistently in line with our policies and procedures. We actively work to listen to and empower children and to provide an inclusive and safe environment for all children and young people. We are committed to promoting cultural safety and to ensuring that the diverse needs of children and young people are met.