

Psychology Team Leader Position Description



Position title	Psychology Team Leader
Department	Client Services
Reporting Manager	Executive Manager Psychology
Direct Reports	Registered Psychologists / Provisional Psychologists/ Aides and Assessors
Date prepared	3 March 2025

Position Summary

The purpose of this role is to provide clinical leadership and mentorship to the Psychology team, ensuring the delivery of high-quality, evidence-based services that have the greatest impact on outcomes for children and contribute to breaking the cycle of disadvantage for children struggling to learn.

The role focuses on clinical excellence, professional development, and service quality, guiding a team of Psychologists, Provisional Psychologists, and Psychology Aides to uphold best practices while maintaining a structured and informed approach to clinical risk and quality assurance. It fosters a culture of continuous learning, innovation, and collaboration while ensuring alignment with legislation, national frameworks, and clinical governance.

While this role involves leadership responsibilities, its emphasis is on clinical support and guidance. It ensures that team members receive structured mentorship, case support, and ongoing development opportunities to enhance professional growth and service impact. The role also involves maintaining a clinical caseload to support client outcomes and remain actively engaged in service delivery.

This position requires regular travel across service centres and school-based programs to provide direct clinical support and maintain consistency across locations. As a leader within Learning Links, the holder of this role embodies the organisational values of Embracing Inclusivity, Stronger Together, Leaders in Learning, and Caring & Compassionate, contributing to a culture of trust, transparency, high performance, innovation, and care for the team.

Responsibilities and Duties

Clinical Leadership and Best Practice

- Provide clinical mentorship to psychologists and provisional psychologists, ensuring high-quality, evidence-based services.

Support Office

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Ph: 1300 003 900

learninglinks.org.au

ABN 71 097 577 636

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- Lead with a collaborative, strengths-based approach, fostering a culture of continuous learning and clinical growth.
- Conduct case discussions, peer supervision, and professional development activities.
- Ensure all clinical services align with best practice standards, national frameworks, and organisational goals.
- Oversee and review clinical reports, ensuring accuracy, clarity, and high professional standards.
- Provide structured feedback and coaching to enhance psychologists' skills and confidence.
- Conduct clinical file audits to maintain quality and compliance.
- Facilitate regular clinical support groups for psychologists and provisional psychologists.
- Offer individualised support for complex cases and professional challenges.
- Contribute to the development of clinical templates, procedures, and assessment protocols.
- Engage with the Psychology Clinical Committee to shape clinical direction and innovation.

Direct Clinical Service & Client Care

- Maintain a caseload of psychological assessments and interventions, ensuring ongoing engagement in clinical work.
- Provide evidence-based psychological services, including assessments, intervention planning, and therapy.
- Work closely with families, schools, and other professionals to coordinate client care and ensure positive outcomes.
- Support the implementation of a trauma-informed, child-centred approach in all clinical services.

Team Culture, Development and Retention

- Support the onboarding and induction of new psychology team members.
- Advocate for and ensure psychologists have access to the right tools, resources, and systems to perform at their best.
- Work closely with People & Culture to ensure ongoing professional development and retention strategies for the psychology team.
- Foster a strong team culture that values continuous learning, collaboration, and engagement within Learning Links.
- Ensure team members attend and contribute to organisational learning and development opportunities, setting the example by fully engaging in People Leader initiatives.

Collaboration and Leadership

- Actively participate in Learning Links' leadership and organisational events, ensuring alignment with broader business objectives and fostering cross-team collaboration.
- Engage in People Leader professional development initiatives, applying leadership growth strategies to enhance team performance.
- Represent psychology services in leadership discussions, contributing to strategic initiatives while maintaining a balance between clinical and organisational responsibilities.
- Work alongside other disciplines to enhance interdisciplinary collaboration.

We acknowledge Aboriginal and Torres Strait Islander peoples as the Traditional Custodians of the lands, waterways and skies across Australia. We thank Aboriginal and Torres Strait Islander peoples for sharing and caring for the land on which we live, work, learn and play. We pay our respects to Elders past, present and future

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- Act as a clinical champion, ensuring psychology services continue to evolve and meet the highest standards.

Compliance and Quality Assurance

- Ensure adherence to NDIS, Medicare, and organisational policies.
- Maintain a high standard of privacy, confidentiality, and professional ethics.
- Support a culture of safety, wellbeing, and compliance within the team.

Key Performance Indicators

- 100% of reports meet quality standards; file administration errors below 10%.
- Maintain an NPS for clients of 60+ for psychology services.
- Facilitate monthly clinical support and peer reviews.
- Staff Engagement score 70+, turnover \leq 25% annually.
- Maintain agreed utilisation targets across the financial year.
- 90% of assessments and intervention reports completed on time
- 100% of compliance and funding data reporting met
- Complete 1:1s, reflections, and reviews within timeframes; actively engage in People Leader professional development and model leadership growth
- Encourage team participation in broader organisational learning initiatives.

Relationships

- Funding partners
- Leadership team
- General Managers
- Clients
- Other departments internally – Customer Care, Marketing, Fundraising, Finance, People and Culture, IT and Quality Risk and Compliance

Qualifications, Skills and Experience

- Registered with AHPRA
- Strong ability to provide clinical support, mentorship, and guidance within a psychology team.
- Demonstrated ability to work with professionalism, empathy, confidentiality, and enthusiasm when engaging with staff, service users, and external stakeholders.
- Effective communication, problem-solving, time management, and prioritisation skills to balance clinical and team responsibilities.
- Ability to work autonomously and collaboratively in a fast-paced, multidisciplinary environment.

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- Willingness to travel, with a current driver's license and access to a comprehensively insured vehicle

Physical Requirements

- Must be able to undertake regular travel in the car across NSW and fly interstate if required.
- Physical ability and range of motion including ability to be sitting, standing, walking, squatting, kneeling, bending, twisting, gripping, and climbing stairs.

Learning Links Vision, Mission and Values

Our vision

A community where all children who face difficulties with learning are understood and supported to reach their full potential.

Our mission

To work in partnership with families, schools and communities to provide expertise and evidence-based supports for children's literacy and numeracy, communication, and wellbeing outcomes.

Our values

- **Embrace Inclusivity:** We celebrate diversity and what makes each team member, child and family unique. We welcome all experiences and perspectives to ensure individuals feel respected, valued and have a strong sense of belonging.
- **Stronger Together:** Our collective strength lies in our teamwork and collaboration with each other, and with the families, professionals and communities we support. We forge partnerships and works towards common goals to create positive, lasting change.
- **Leaders in Learning:** We are committed to continuous growth and cultivating a culture of creativity and innovation. We embrace new ideas, seek out opportunities for development, and ensure everyone has access to the knowledge and resources they need to develop and succeed.
- **Caring and Compassionate:** Empathy and kindness guide our actions and interactions with children, families and our people. We approach every situation with understanding and prioritise safety and wellbeing above all else.

Document Control

Completed by: Executive Manager, Psychology

Date: 3 March 2025

Reviewed by: Chief Operations Officer

Date: 3 March 2025

Version: 1.0

Employee sign off and acceptance

Note: completed digitally in e-Recruitment system

I have read, understand, and accept the expectations of this position description.

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The statements within this PD are intended to describe the general nature and level of the work being performed. This is not an exhaustive list of all duties and responsibilities associated with the position. Management reserves the right to amend and change responsibilities to meet business and organisational needs as necessary.

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