

CatholicCare NT Role Description

Position Title	Team Leader Counselling, Children & Parenting and Youth Enhanced Services
Position Number	CC2478
Salary	Base Salary SCHADS Level 6 Superannuation Guarantee Contribution, 17.5% leave loading and salary packaging option
EFT	Full time 38 hours per week
Location	Tennant Creek
Commencement	ASAP
Completion	Ongoing (subject to funding)
Last Reviewed	December 2023

1. Program Description

CatholicCare NT is a not-for-profit organisation, providing social services and programs to individuals, couples, families, children, groups, schools and agencies across the Northern Territory.

Counselling is to support and strengthen family relationships, prevent breakdown, enhance children and young people's wellbeing and mental health, assist couples and families to manage issues arising from relationships, including family violence, and support children after parental separation. Counsellors provide a range of evidenced based therapeutic interventions including family therapy, individual counselling and groups, support and information and referral. These interventions are primarily targeted to support critical family development and transition points including formation, extension, and separation.

The Children and Parenting program provides early intervention, preventative services and programs. Using a whole of family approach to resource, educate, support and skill parents to improve developmental and wellbeing outcomes for children and families, specifically targeting at risk populations. The program provides a range of evidence-based programs and activities for parents (Kinship, guardians, carers), to increase capacity, develop knowledge, skills and support to raise healthy children and a range of developmental activities and experiences for children.

The Youth Enhanced Service (YES) provides a service to advance the extent and quality of care provided to young people at risk of, or who are experiencing mental illness. YES is designed to increase service access to improve the chances of recovery and longer term social and emotional health and wellbeing. YES engages with young people, their family and carers to improve their knowledge and understanding of local service options that provide the most appropriate supports. YES does this by providing assessment, casework and specialist mental health liaison and community education.

2. Purpose of the Position

The Team Leader is responsible for the implementation, leadership and integration of the following programs: Counselling, Children and Parenting and Youth Enhanced Services in order for the programs to meet their objectives. Program portfolios may be subject to change within the contract period. This

position has a particular focus on leading and mentoring program staff, applying professional knowledge and support whilst providing direct services and managing complex client work.

3. Organisational Relationships

Significant delegate authority and reports to Regional Manager Tennant Creek.

May manage a section or organisation.

4. SCHADS Level 6 Characteristics

- Operate under limited direction and exercise managerial responsibility for various functions within a section and/or organisation or operate as a specialist, a member of a specialised professional team or independently.
- Involved in establishing operational procedures which impact on activities undertaken and outcomes achieved by the organisation and/or activities undertaken by sections of the community served by the organisation.
- Involved in the formation/establishment of programs, the procedures and work practices within the organisation and will be required to aid other employees and/or sections.
- Responsibility for decision-making and the provision of expert advice to other areas of the organisation.
- Undertake the control and co-ordination of the organisation and major work initiatives.
- Employees require a good understanding of the long-term goals of the organisation.
- Positions at this level may be identified by the level of responsibility for decision-making, the exercise of judgment and delegated authority and the provision of expert advice.
- Management of staff is normally a feature at this level.
- Set outcomes in relation to the organisation and may be required to negotiate matters on behalf of the organisation.

5. Key Responsibilities and Performance Standards

5.1 Direct service delivery

- manage triage, assessment and allocation of participants for individual and groupwork across programs
- an assignment of complex participant/s, across programs and/or group work will be required from time to time.
- standardise models of practice to ensure team members provide best practise, evidence based, trauma informed and culturally appropriate services.
- implement reporting guidelines, organisational and clinical practices, that are consistent and in line with CCNT policies and procedures.
- contribute to continuous improvement of organisational policy, procedure, and guidelines to ensure best practice and consistency with applied practice standards.
- Identify challenges and opportunities for service improvement.

5.2 Lead an integrated team

- provide support and guidance to ensure staff deliver high quality, responsive case work and services, in line with contractual obligations, mandatory reporting legislation, and the needs of the community.
- embed contractual funding requirements in service delivery, with reference to the Program Plan, Program Guidelines, Theory of Change and Program Logic
- develop and monitor best practice, evidence-based services to inform strengths-based client work, program delivery and reporting to funding bodies.
- ensure the financial systems database, SAP, is used to appropriately authorise expenditure, consistent with program and organisational requirements.
- foster a cohesive team culture based in accountability, respect, reflection, and innovation.

5.3 Ensure data integrity

- enter accurate data and case notes in line with program requirements and setting the team standard.
- conduct regular audits of client sessions, session notes, and planning, using the Client Record Monitoring Checklist, and providing feedback to staff in supervision.
- communicate and implement updates to CSnet® practices, as directed.
- provide timely reports and feedback to the Regional Manager and Contracts Team when requested, consistent with contractual reporting agreements.
- lead implementation of quantitative and qualitative evaluation methods

5.4 Support high quality HR processes

- participate in the recruitment, interview, induction and training of local staff.
- provide high quality 12-week program induction, appraisal, mentoring, guidance, role modelling and performance management processes
- identify and action staff training, learning and development needs and supporting and review Employee Development Plans
- monitor and authorise staff movements, including leave applications, using HR3

5.5 Prioritise staff supervision

- schedule regular supervision with each team member to reflect on and review case management practices, as per CatholicCare NT policy.
- attend supervision training as required to develop leadership skills and insights.
- enter accurate data and supervision session notes on CSnet in line with program requirements

5.6 Stakeholder engagement

- develop and maintain collaborative networks and relationships with relevant government and community-based agencies, and community representatives, to enhance service delivery, referral pathways and ongoing support for clients
- maintain professional relationships and appropriate boundaries with all clients, stakeholders and CatholicCare NT staff
- represent CatholicCare NT in a professional manner at all times.

5.7 Participate in Supervision and Evaluation activities by:

- entering accurate data and case notes in line with program requirements
- providing reports and feedback as requested
- actively participating in evaluation activities
- attending supervision to reflect and review case management practices as per CatholicCare NT policy.

5.8 Safeguarding Children

Our organisation takes child protection seriously, and as an employee/volunteer of CatholicCare NT, you are required to meet the behaviour standards outlined in our Safeguarding Children and Young People Policy (ORG/SP/P030). You will have received a copy of this policy as part of your induction. You can also access a copy of this policy via the Intranet.

All staff are to provide a service in line with our safeguarding children policies and procedures and are required to report any concerns of abuse and neglect toward children and young people to the relevant authorities as per policy and procedure. Any criminal charges or convictions received during employment/ volunteering that may indicate a possible risk to children and young people must be reported to the relevant Line Manager within forty-eight (48) hours.

6. Personal Attributes

The incumbent must maintain strict confidentiality in performing the duties of the position and must demonstrate the following personal attributes:

- Compassion, empathy, sense of justice and tolerance
- Demonstrated organisational fit with ability to work within a culture and values framework.
- Team player with ability to work with others in a spirit of trust, respect, reflection and accountability.
- Adaptable with resilience to work in difficult situations and willingness to work beyond the role description when required.
- Ability to represent CCNT in a culturally appropriate and professional manner at all times.

7. Work Conditions

The Team Leader is in a busy, open area office. The role may require outreach work and occasional after hours work as approved by the Regional Manager. All staff are expected to comply with relevant WH&S requirements.

8. Selection Criteria

1) Prerequisites:

- I. degree with substantial experience;
- II. post graduate qualification;
- III. associate diploma with substantial experience;
- IV. attained through previous appointments, service and/or study with a combination of experience, expertise and competence sufficient to perform the duties required at this grade.

2) Minimum two years' experience in relevant practice and team leadership.

- 3) Strong interpersonal and communication skills encompassing report writing, case note writing and supervision and the ability to communicate effectively with managers, staff and stakeholders across a range of diverse cultural groups and settings.
- 4) Demonstrated cultural competency, particularly in working with Indigenous people
- 5) Comprehensive knowledge of policies and procedures
- 6) Application of a high level of discipline knowledge

9. Special Conditions

- 1) Must be an Australian Citizen or have unlimited work rights within Australia.
- 2) This position is subject to a satisfactory criminal history check that must demonstrate that you have not had inappropriate dealings with children or been charged or convicted of a domestic violence offence.
- 3) Valid NT Drivers Licence and Ochre Card.
- 4) This position requires you to apply for a Working with Children Clearance/Ochre Card prior to your employment commencement date and send us receipt of payment. This will be at your own cost.
- 5) If you have resided in an overseas country for 12 months or more in the past 10 years, this position requires you to complete an International Criminal History check (ICHC) prior to your employment commencement date. The outcome of the initial screening check must be satisfactory.
- 6) This position is classified as a mandatory worker position for the purpose of COVID-19 vaccines and directions issued by the NT Chief Health Officer.
- 7) Six-month probation period.
- 8) Non-smoking working environment.
- 9) The contact details of at least two referees are required.
- 10) Evidence of qualification attainment will be required.
- 11) Aboriginal people are strongly encouraged to apply.