Are you professional enough to work at CanTeen?

Are you free-spirited enough to work at CanTeen?

Information Pack
Psychosocial Team Leader- ACT & SNSW
About CanTeen

We get it. Just when life should be full of possibilities, cancer crashes into a young person’s world and shatters everything. We help young people cope with cancer in their family. Through CanTeen, they learn to explore and deal with their feelings about cancer, connect with other young people in the same boat and if they’ve been diagnosed themselves, we provide specialist, youth-specific treatment teams. By feeling understood and supported, young people develop resilience and can rebuild the foundations that crumbled beneath them when cancer turned their life upside down.

No matter which role you are in, working for CanTeen is how you can be the difference.

Life at CanTeen

Canteen is one of the most highly regarded not for profits in Australia (11th in fact) with one of the most recognisable brands across the country (who doesn’t know about the bandanna!).

Working for CanTeen enables you to make a real difference to young peoples lives. And it’s also a great place to work - with a range of benefits for our employees including a tax-effective salary packaging scheme, a mobile phone, training and development opportunities plus plenty more. We have a culture we are proud of, and want to find more people who share our commitment, enthusiasm and passion!

Through our regular staff surveys, we know that CanTeen is fortunate to have one of the most passionate and engaged workforces in Australia!
What’s this job all about?

Title:

Psychosocial Team Leader / Psychosocial Support Worker – ACT & SNSW

The nuts and bolts:

Full time, Fixed Term 2 year Contract – 0.6 FTE will be dedicated to Psychosocial Support Worker duties and 0.4 to Psychosocial Team Leader responsibilities.

Job summary:

We are looking for a Psychosocial Team Leader (PTL) to work in our ACT Office. As the PTL, you will be responsible for delivering direct psychosocial services (e.g. carrying a caseload, Individual Support, group work facilitation), as well as overseeing and supporting the broader psychosocial team in the delivery of psychosocial services to young people who access CanTeen’s services in the ACT and Southern NSW.

This role will ensure that CanTeen’s Psychosocial Model is delivered effectively and is operating within best practice standards, as well as working along side PTLs from other states to ensure consistency and continuity of care, in alignment with CanTeen’s psychosocial strategy. This includes, providing supervision and professional development of psychosocial staff and liaising with the Director of Psychosocial Services.

The role is crucial in attracting referrals into CanTeen’s services and promoting CanTeen in the community by establishing and maintaining effective medical, psychosocial and educational networks. You will work as part of a devoted and dynamic team, supporting and inspiring young people living with cancer.

Is this you:

We are looking for a highly motivated team player with an ability to move projects forward with independence and autonomy. You will have a relevant tertiary qualification (Social Work, Psychology or a related field), and demonstrated experience in providing individualised psychosocial assessment, review and support.

You will be adaptable to change and have experience in utilising assessment measures to assist in understanding the needs of clients/service users. You will also have a minimum of three years case management experience in a similar position, demonstrating ability to relate to, and work with young people.

The ideal candidate will have proven experience in providing clinical support, debriefing and supervision to team members who provide psychosocial support to young people, experience working with a variety of volunteers, especially psychosocial volunteers. Experience and proficiency in group work facilitation and a current open driver’s license, ability to obtain a first aid certificate is a must.

Closing date info:

Applications for this role will close at midnight Sunday 29th October, 2017. Previous applicants need not apply. Please email applications addressing the above selection criteria by close date to careers@canteen.org.au.
Working Relationships

Reports to: Division Manager (ACT & SNSW)

Positions reporting into this one: None

Key working relationships: Division Manager, Director of Psychosocial Support (DPS), Psychosocial Support Workers (PSW), Programs Officers (PO), Psychosocial Team Leaders (from other states and territories), National Office staff, Members, Volunteers, External stakeholders and general public, GM- Divisions.

Role Specifics

Psychosocial Service Delivery
- Advocate for and support the psychosocial needs of young people living with cancer.
- Carry a caseload of young people and provide individual psychosocial support, including conducting initial assessments, delivering brief interventions and making referrals to both internal and external stakeholders.
- Where appropriate, provide psychoeducation and support to family members and carers as part of the coordinated care of the young person.
- Contribute to the facilitation of psychosocial group work on:
  - Overnight programs
  - Day programs and/or workshops
  - Manualized psychoeducational, short term group work programs
- Actively contribute to the ongoing development and delivery of CanTeen’s Psychosocial Model and manualized psychosocial content for programs.
- Participate in the delivery of psychosocial service delivery through technology: phone, SMS, email and via the Canteen Online Support Service (COSS), including occasional, rostered shifts managing ad hoc contact from YPLWC seeking immediate support via COSS.
- Improve CanTeen’s reach to young people impacted by cancer and their families by networking with key external medical, psychosocial and education stakeholders to help build referral networks.
- Support CanTeen’s Youth Leadership programs and encourage youth leadership development
- Support Members who participate in public speaking engagements, as required (e.g. relevant community talks)
- Support and contribute to organisational fundraising and awareness campaigns as confirmed with Manager.

Psychosocial Team Leadership
- Ensure that CanTeen’s Psychosocial Model is delivered effectively and psychosocial staff are operating within best practice standards
- Ensure that Psychosocial Services within ACT & SNSW are operating consistently with other state and territory teams.
- Oversee the broader psychosocial team in the delivery of psychosocial services to young people who access CanTeen’s services

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• Provide front line clinical support to the psychosocial team, including first response support to staff working with psychosocial critical incidents, such as child safety concerns, suicide or self-harm
• Chair weekly Psychosocial Review Meetings
• Liaise with other PTLs and DPS to role out the CanTeen Psychosocial Strategy, including provision of individual and group supervision to local and interstate staff, develop and deliver professional development and training packages for internal staff, facilitating quality assurance practices such as file audits and session observations
• With the Division Manager, map and coordinate support and debriefing for psychosocial staff
• Identify and address professional development needs of team members
• Establish strong referral, intake and care planning processes in line with CanTeen’s Psychosocial and Referral Process
• Provide advice and support to the Division Manager on addressing the psychosocial needs of individual young people living with cancer
• Work closely with the Division Manager to establish a strong team-based approach to supporting young people living with cancer
• Serve as content expert and champion of CanTeen’s Manualised Psychosocial Programs for the ACT & SNSW Team
• Serve as content expert and champion of CanTeen’s Psychosocial Model for the ACT & SNSW Team
• With Manager, ensure team compliance with budget, leave and financial processes

Commitment to best practice
• Comply with all national and state child protection and safety legislation and ensure the ACT & SNSW team complies at all times
• Follow CanTeen’s Psychosocial Model
• Commitment to ongoing professional development and proficiency with Acceptance and Commitment Therapy
• Actively participate in CanTeen’s Supervision Model
• Contribute to recording data, reporting and evaluation requirements of the organisation.
• Operate within the defined standards of relevant professional peak body.
• As required, contribute to the training and support of psychosocial volunteers and students
• Work with the Manager, Psychosocial Team Leader, Psychosocial Practice Coordinator and/or the Director of Psychosocial Support to identify and participate in appropriate professional development opportunities
• Operate all services within budget and comply with organisational finance procedures.

Human Resources
• Support the recruitment, training and support of volunteers
• Work with the Division Manager to identify and participate in appropriate professional development
• Participate in professional supervision provided by CanTeen
• Maintain ongoing awareness of relevant child protection issues
Selection Criteria

Essential

- A tertiary qualification in Social Work, Psychology or a related field
- Demonstrated experience in providing individualised psychosocial assessment, review and support planning
- Demonstrated experience in utilising assessment measures to assist in understanding the needs of and in the coordination of care of clients/service users.
- Demonstrated experience working with Grief and Loss and relevant therapeutic models
- Demonstrated experience in supporting and leading teams in the support of young people with complex needs (e.g. DV, Child Protection, Alcohol and Drug)
- Registration and compliance with relevant peak professional/governing body (e.g. AHPRA, AASW, PACFA)
- A minimum of three years post registration case management experience in a similar position, demonstrating ability to relate to, and work with young people
- Proven experience in providing clinical support, debriefing and supervision to team members who provide psychosocial support to adolescents and young adults
- Experience working with a variety of Volunteers, especially psychosocial volunteers
- Demonstrated experience and proficiency in group work facilitation
- Current open driver’s license, ability to obtain a first aid certificate and the flexibility to travel, work weekends and evenings (with notice) are essential.
- Current National Criminal History Check and Working with Children Check

Desirable

- A tertiary, post graduate degree, preferably clinical (e.g. MSW, Clinical Psychology, Psych Registration)
- Proven experience in providing clinical support, debriefing and supervision to counsellors
- Certified in First Aid
- ASIST or similar suicide prevention training
- Demonstrated Acceptance and Commitment Therapy (ACT) training/experience
- Mental Health First Aid

Demonstrated Capacity:

Knowledge/Skills

- Good computer and digital communication skills
- Strong organisational/project planning and time management skills
- Strong attention to detail and good initiative
- Ability to think creatively and innovatively with regard to recreation and other program activities
- Strong communication and networking skills
- Proven ability to facilitate groups of young people for a variety of activities
- Ability to relate to young people, anticipate needs, and to present information in a clear and logical way, and with confidence, to target group
- Knowledge of legal obligations relating to activities
Personal qualities
- Approachable, ability to listen actively, friendly and professional
- High level of integrity, honesty and commitment
- Highly motivated, team player who contributes to maintaining an effective team that is focused on achieving against key performance indicators for the state/ territory
- Open and honest person who seeks and provides guidance and feedback from others including co-workers, volunteers and CanTeen service users
- Adaptable to change

**Hours of Work**

Due to the nature of CanTeen’s work, you will sometimes be required to work weekends and evenings with some inter-state travel from time to time. Advance notice will be given when this is the case, and CanTeen has a generous Time off in Lieu policy for taking leave when hours in excess of the standard working week are worked.

**Pre-Employment Checks**

As CanTeen’s work involves employees being in direct contact with children and young people, employees are required to complete police and working with children checks, relevant to the State in which they will be employed.

CanTeen will conduct at least two reference checks on successful applicants, and may also require proof of any professional qualifications stated on an application.

**General Information**

All employees are required to adhere to CanTeen’s Human Resources Policies during the course of their employment.

CanTeen is an equal opportunity employer.