

Position Description

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| Position | Team Leader |
| Program | Disability & Therapeutic Services |
| Status | Ongoing |
| Location | Warrnambool |
| Date | September 2019 |

About Bethany

Bethany Community Support is a vibrant community service organisation based in Victoria that provides a broad range of prevention, intervention, support and educational services to children, young people, families and individuals.

Our Vision

To be a recognised leader in providing services that work in new ways to support children, families and individuals to be the best they can, develop secure relationships and participate in their community.

Our Values

- **Courage** We take action and stand up for what we believe
- **Respect** We value people and build on their strengths
- **Integrity** We are open, fair and just in everything we do
- **Innovation** We develop new ways of working to make a difference
- **Collaboration** We work together to improve outcomes

Bethany's Diversity Statement

At Bethany we celebrate diversity and innovation. We embrace creating a connected organisation which enables all service users, employees, students, contractors, and volunteers to feel safe from discrimination. We support an inclusive environment where people of all genders and ages, people living with a disability. First Nations people and people from LGBTI and CALD communities feel empowered to contribute their experiences and ideas; knowing that these will be valued.

Bethany's statement of commitment to child safety

Bethany Community Support is committed to providing a child safe environment. We have zero tolerance of any abuse or maltreatment of children. We are committed to ensuring children and young people are able to actively participate in decisions that affect their lives.

We understand our legal and moral obligations to treat any child safety concerns seriously. We report any allegations and wellbeing concerns to authorities. We are committed to the cultural safety of all children including Aboriginal children, children from culturally and/or linguistically diverse backgrounds, and to providing a safe environment for children with a disability.

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Position Objectives

Bethany South West Services provides a range of community based services to families and individuals in Warrnambool and across the South Western area of Victoria. These services include Family and Housing Services, Gamblers Help, Disability Services, Therapeutic Counselling, Emergency Relief, Financial Counselling and Tenancy Assistance/Advocacy.

Bethany is looking to further develop its Disability and Therapeutic Counselling programs within the South West and is seeking an innovative and experienced leader with the capacity to work as part of a leadership team to identify new and emerging opportunities and support the development of local initiatives and service expansion.

This new Team Leader position will be responsible for managing the operational delivery and development of Bethany's Disability and Therapeutic Counselling Program to ensure alignment with client needs, Bethany's Strategic and Annual Operational plans and funding requirements.

The position requires a skilled leader with significant experience in the delivery and development of programs, program monitoring, staff supervision and partnership/stakeholder engagement.

This Team Leader role will have responsibility for the following programs:

- **Disability Services Program:**

The National Disability Insurance Scheme (NDIS) is the new way of providing individualised support for people with disability, their families and carers. As a registered NDIS provider, Bethany is registered to provide a range of services including coordination of supports and a range of therapies such as occupational therapy, speech pathology, psychology and physiotherapy.

Bethany's Disability services program in South West Victoria provides discipline specific therapy support to people with permanent and significant disability, their families and carers, according to the goals and funded supports specified in a participant's individual NDIS Plan. Support is based on the underpinning NDIS principles of a participant's 'choice and control' and may be provided within the office, the participant's home or in their local community.

The program provides support to participants of the NDIS across all Bethany locations in the South West of Victoria (Warrnambool, Portland & Hamilton). Therapists may also be required to provide therapy support to participants based in Geelong.

- **Therapeutic Counselling Services**

Bethany's Therapeutic Counselling Program in South West Victoria is funded via a combination of funding sources to provide therapeutic counselling services for:

- Individuals experiencing gambling related harm and affected others.
Bethany's gamblers help program provides counselling and support for individuals, groups and families and can include: advice and/or education about problem gambling and harm reduction strategies, cognitive restructuring, goal setting to limit the impact of problem gambling behaviours, mindfulness to develop self-awareness, motivational interviewing and relapse prevention and management. The work also includes the provision of the Gamblers Help self-exclusion program.

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- Children or young people between the ages of 5 and 18 who are experiencing issues with difficult family relationships. The aim of this program is to support the wellbeing of children/young people from separated or separating families and assist children/young people to deal with issues arising from the breakdown in their parents' relationship and to be able to participate in decisions that impact them.
- Employee Assistance Program (EAP) – Bethany provides counselling and support to a number of businesses/organisations within the South West.

Travel may be a component of the role as many of Bethany's services are delivered from outreach posts in Portland, Hamilton and surrounding areas.

Key Responsibilities

- Provide effective management and leadership of programs ensuring quality service delivery.
- Foster and lead a staff culture consistent with the agency values and codes of conduct.
- Oversee client intake, assessment and allocation process for new clients
- Provide high quality staff supervision including day to day consultation and support, fortnightly scheduled supervision and annual performance reviews.
- Participate in program planning, monitor program targets and evaluate outcomes through staff reports, database results and client feedback
- Monitor the programs projected annual budget on a monthly basis, maintain statistical records in compliance with funding and service agreement and agency reporting requirements and meet all other reporting requirements.
- Contribute to sector reforms to ensure that program areas and team members are well positioned to move through program change, growth, and transformation.
- Engage and maintain partnerships with key stakeholders
- Coordinate staff recruitment, induction and professional development
- Contribute to organisational program planning and the development of an annual team plan in partnership with the Team and Manager.
- Actively participate in regular formal supervision with line manager.
- Make recommendations to effectively resolve problems or issues, by using judgment that is consistent with Bethany Values, standards, practices, policies, procedures, regulation, industrial instruments or legislation. Support and participate in the Agency's continuous quality improvement process
- Other duties as required

Key Selection Criteria

Essential

1. A tertiary qualification in social work, psychology, counselling or a related human services or behavioural sciences degree.
2. Eligible for membership with relevant professional body.
3. Current full Victorian Driver's Licence.

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4. A satisfactory criminal records check, Working with Children Check and Disability Worker exclusion check.
5. Satisfactory completion of the NDIS Worker Orientation Module.

Desirable:

1. Demonstrated experience in successfully leading and managing staff in a dynamic and challenging program environment that supports vulnerable children, families and individuals.
2. Demonstrated experience in positive leadership with a sound theoretical base of leadership styles and frameworks.
3. Experience in the provision of operational and clinical supervision within multi-disciplinary teams.
4. A sound knowledge and understanding of the impact of social marginalisation and the complex personal issues faced by vulnerable and disadvantaged families, children, couples and individuals.
5. A knowledge of the National Disability Insurance Scheme (NDIS) and an understanding of the NDIS Quality and safeguards commission.
6. Experience and/or knowledge regarding the provision of counselling or therapy for children experiencing relationship issues.
7. Knowledge and/or experience in working with addictive behaviours and a variety of intervention skills.
8. A sound knowledge of child and adolescent development, including the implications of attachment and trauma, family violence and the impact of cumulative harm on children.
9. Highly developed interpersonal skills and the ability to build relationships and partnerships to further agency objectives and improve client outcomes.
10. Experience in the development and implementation of operational work plans with a focus on achieving program objectives, long term goals and ensuring sustainability of service activity.
11. Proficient in the use of MS Office, databases and knowledge of a range of IT programs.

Capabilities and Personal Attributes

- Advocates and champions to achieve positive change
- Demonstrates commitment to social justice and social inclusion.
- Leads a culture of respectful relationships and behaviour across the organisation.
- Is truthful and ethical and leads and reinforces expected standards of behaviour at all times.
- Generates ideas and solutions and takes advantage of new and emerging opportunities
- Creates and sustains dynamic and productive relationships to maximise outcomes.

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Organisational Relationships

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| Supervisor | Manager South West Services |
| External Liaisons | National Disability Insurance Agency (NDIA), Victorian Responsible Gambling Foundation (VRGF), Department of Social Services (DSS) |

Conditions and Remuneration

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| Salary | This position is classified as an award payment on the Social Community Home Care and Disability Services Award 2010 Level 7 Pay point 1 – 3 \$90,712 - \$94,281. In addition, the package also includes salary sacrifice as per government legislation |
| Ordinary Hours | Ordinary hours of work will be worked between agency hours of 8am to 7pm. |
| Conditions | Other conditions of employment as per the Bethany Enterprise Agreement. |
| Travel | Travel will be required within the South West of Victoria and to other Bethany offices and across the Barwon South West region. |
| Physical Requirements | <ul style="list-style-type: none"> ▪ Sit at a computer or in meetings for extended periods daily. ▪ Work in an open plan office: Daily ▪ Driving: Regular |

Employee Declaration

I have read and understood this Position Description and in signing this document agree that I am capable of fulfilling all of the requirements of the position described in this document. Additionally I agree to notify management immediately of any change in my capacity to meet any of the requirements outlined in this Position Description.

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| Name: | Signature: | Date: |
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