

WestCASA

Western Region Centre Against Sexual Assault

Clinical Services Manager (1.0 EFT) Position Description

WestCASA is a community based not-for-profit sexual assault counselling service operating in the western metropolitan region of Melbourne for the past 26 years. WestCASA provides specialised trauma counselling, crisis response, advocacy, education and training and is located in Footscray with outreach to Melton, Wyndham and the Dame Phyllis Frost Centre (DPFC, a women's prison) at Deer Park.

This position will be offered as a permanent position subject to ongoing funding. The successful applicant will join a team consisting of eleven Counsellor/Advocates, an after-hours on-call crisis care team (7 -10 casual staff), three office administrators, and the Chief Executive Officer. WestCASA is governed by a community based Board of Governance.

The Chief Executive Officer has responsibility for the strategic direction, overall operation and management of the service in conjunction with the Board of Governance. All staff are accountable to the Chief Executive Officer.

WestCASA receives funding to deliver sexual assault support services from the Victorian State Government.

WestCASA aims to provide a service that facilitates the recovery and healing for women, men and young people over the age of 12 years who have experienced sexual assault using an empowering, respectful and culturally sensitive therapeutic and community approach.

VCAT Exemption No. H229/2014 means that only women can apply for this position.

Duties

The duties of this position description are to be understood within a context of collaborative decision making and participatory governance with respect to the work conducted at WestCASA and the processes that support this. Additionally, WestCASA values and practices respectful communication between staff members and with clients.

1. Client Services

- 1.1 Support the development and delivery of services and programs provided by WestCASA to clients.
- 1.2 Support staff co-ordinating or delivering programs and services.

2. Clinical Leadership

Clinical leadership is defined as holding an overview of the interests of clients accessing the service, individual staff employed at the service, and the organisational needs, requirements and resources as a whole, with regards to the delivery of clinical services.

- 2.1 In conjunction with the Chief Executive Officer participate in the recruitment and employment of new staff

- 2.2 Orientate new Counsellor/Advocates, students, or other staff to the clinical and client services aspects of their roles.
- 2.3 Coordinate the provision of student placements at WestCASA.
- 2.4 In conjunction with the counselling team identify professional development and training needs and coordinate the delivery of professional development to the team.
- 2.5 Support the intake process and counselling team through handling complex, challenging, or conflictual contact and calls;
- 2.6 Respond to and manage processes when clients request a change of counsellors.
- 2.7 In conjunction with individual Counsellor/Advocates monitor and assist in decisions with respect to complex clients where they are identified within the Counsellor's case load.
- 2.8 Provide leadership in the contribution to research, presentations at workshops, conference or written work to journals about aspects of our work.
- 2.9 Support Counsellor/Advocates and other staff as required in relation to clinical projects or programs undertaken by them.
- 2.10 Work collaboratively with the Chief Executive Officer and individual Counsellor/Advocates to address therapeutic performance issues when identified.

2. Clinical Supervision

- 2.1 Provide clinical supervision for all Counsellor/Advocates, administrative and project staff, Counsellor/Advocates providing outreach at the DPFC, facilitating groups, relief counselling staff, and After Hours Crisis Care Counsellor/Advocates where required, within a framework of support, professional development, challenge, and accountability.
- 2.2 Develop productive supervision partnerships with all staff, developing plans and agreements for the supervision process.
- 2.3 Co-ordinate the delivery of group supervision to the Counsellor/Advocates by an external supervisor and participate in group supervision as part of the clinical team.
- 2.4 Assist in the delivery of clinical supervision and secondary consultations to external individuals and organisations where required.
- 2.5 Access regular external clinical supervision by an agreed clinician in addition to regular internal work review with the Chief Executive Officer.

3. Internal Clinical Structures and Processes

- 3.1 In conjunction with the Chief Executive Officer monitor and support the psychological health and wellbeing of the WestCASA team in relation to the impacts of vicarious trauma, team dynamics, parallel processes, and take action to enhance wellbeing of all staff.
- 3.2 Coordinate Issue Based Discussions (IBD's) and other organisational decision making processes that relate to clinical or client outcomes.
- 3.3 In consultation with clinical staff articulate, design and implement clinical processes that assist with the delivery of clinical services, for instance, intake processes, assessment tools, client evaluations, clinical forms, VOCAT, clinical reports, extended counselling.
- 3.4 In conjunction with the Chief Executive Officer, identify clinical themes and issues relevant to organisational planning and implement planning processes in relation to these.
- 3.5 Contribute to the development and review of policies, procedures and planning in relation to clinical services, and participate in the development of other organisational policies.

- 3.6 Participate in Board of Governance meetings as required, staff meetings, training and professional development.
- 3.7 Participate in processes and activities that ensure all work is performed in accordance with requirements of the Occupational Health and Safety policy, procedures and legislation. In particular this relates to the amelioration of the experience of vicarious traumatisation as an inevitable outcome of working with people who have experienced sexual assault
- 3.8 Participate in organisational processes and practices to ensure continuous quality improvement.
- 3.9 Participate in other activities and meetings relevant to the work of WestCASA.

4. Relationship with Chief Executive Officer

- 4.1 Provide a clinical advisory role to the Chief Executive Officer to assist and support decision-making in the organisation.
- 4.2 Regularly meet with the CEO to communicate, share and make decisions in relation to the smooth functioning of the service, to support the wellbeing of the team and manage broader organisational concerns.
- 4.3 In the absence of the CEO the Clinical Services Manager will act in that role and have the delegated authority to make decisions as deemed necessary for the continued functioning of the organisation.

5. Direct Service

- 5.1 The Clinical Services Manager may hold a small irregular case load to support the assessment or clinical management of complex clients.
- 5.2 Record all casework information and statistics and provide professional reports to other bodies when required.
- 5.3 Support recent victims/survivors of sexual assault at the Crisis Care Unit during business hours when required.
- 5.4 Support recent victim/survivors of sexual assault at the Crisis Care Unit after hours as required. Please note that WestCASA has a separate after-hours team that responds to recent victims of sexual assault at the Crisis Care Unit based in the Emergency Department of the Sunshine Hospital. However, business hours Counsellor/Advocates are occasionally required to do after-hours shifts.
- 5.5 Provide clinical support or direct services at outreach locations as required or directed.

6. Community Development, Education and Training

- 6.1 Provide leadership in the development and delivery of community education and professional training to the community and professional groups.
- 6.2 Develop and maintain partnerships, networks and links with relevant professional groups and community based organisations.
- 6.3 Contribute to organisational responses in developing strategies to respond to pertinent social and/or legal issues or policies and to raise community awareness of sexual assault

Key Selection Criteria

Essential

1. A strong commitment to and understanding of the aims and objectives of WestCASA (as attached).
2. A highly developed understanding of the structural, theoretical and therapeutic issues surrounding sexual assault.
3. Relevant undergraduate qualifications and post-graduate qualifications in a counselling methodology.
4. Extensive (five year minimum) providing sexual assault trauma counselling with individuals and families.
5. Demonstrated ability and experience in providing sexual assault trauma counselling to clients with complex needs and presentations.
6. Demonstrated ability and experience in providing clinical supervision to a professional team and across a range of disciplines and therapeutic approaches.
7. Demonstrated ability and experience in developing a productive supervision alliance with staff.
8. Demonstrated ability and experience in the management of clinical services.
9. Demonstrated ability to manage teams of professional staff and understand the impacts and context of vicarious trauma.
10. Demonstrated ability to effectively communicate, liaise and negotiate with other professionals.
11. Demonstrated ability to manage complex and demanding work both for yourself and in others.
12. Demonstrated ability to develop and maintain respectful relationships with all staff.
13. The capacity to work independently as well as part of a team.
14. Current Victorian driver's licence.
15. Working with Children Check.

Desirable

Demonstrated ability and experience in the provision of:

1. Crisis intervention responses for people who have experienced recent sexual assaults
2. Delivery and supervision of group work
3. Development and delivery of community education
4. Development and delivery of professional training

Salary and Conditions

The position is to be worked over five days per week of 7 hours 36 minutes each. There is capacity for a monthly ADO and some flexibility in how hours are worked.

The salary is in accordance with the Health Services Union of Australia (Victoria – Public Sector) Health Professional Services Award. It will be offered at a Senior Grade 3, Year 1-4 (in the range of \$79,955.20 to \$89,674.00 – pro rata) depending upon qualifications and experience.

Salary packaging and meal benefit allowance is available in accordance with taxation rules.

WestCASA will forward, monthly, the appropriate rate of employer funded superannuation payments, in accordance with the Superannuation Guarantee Act 1992. The conditions of employment will be in accordance with the Western Region Centre Against Sexual Assault and the Health Services Union Agreement 2006-2007.

Pre-Employment Checks:

WestCASA is committed to ensuring that all staff have the required skills and qualifications to conduct the work which they are employed to undertake. Staff must provide the following original documentation, or a certified copy, prior to appointment.

- Photo identification and or Passport
- Qualifications – relevant to role
- National Criminal History Record Check (Police Check)
- Working with Children Check
- Current Driver's Licence

New employees will become permanent after completing a satisfactory three month period of probation, this position is permanent subject to ongoing funding and satisfactory work performance reviews.

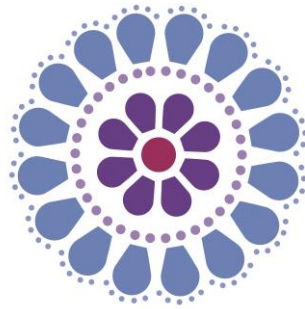
For further information regarding the position
please contact Jane Vanderstoel on (03) 9687 8637

Please submit a written application addressing the Key Selection Criteria and
include three referees to:

Jane Vanderstoel, Chief Executive Officer,
WestCASA, PO Box 443 Ballarat Rd, Footscray 3011
Or email: info@westcasa.org.au

Applications close at 9.00am Monday 31st August 2015
No late applications will be accepted

Interviews will be held the week beginning Monday 14th September 2015



WestCASA

Western Region Centre Against Sexual Assault

WESTCASA VISION, MISSION AND AIMS

Vision:

A world where everyone lives free from the fear of sexual violence

Mission:

To promote the recovery of all people who have experienced sexual violence and to strive for a world free of sexual violence

Aims:

- To create an environment in which recovery from the effects of sexual violence can occur
- To advance community understanding of the social conditions that allow sexual violence to continue to occur
- To encourage communities to take responsibility for addressing the crime of sexual violence