



Clinical Services Manager/Psychologist

Reports to	CEO
Award	Health Professionals & Support Services award
Award Classification	Level 4
Date of Review	July 2023

Guidestar focuses specifically on providing support and professional services to individuals across the lifespan with multiple and complex needs.

As part of our person-centered approach, services are provided both from our Alphington Head Office and within the individuals' environment/s therefore travel around Melbourne, Geelong and, occasionally, regional Victoria is expected for clinicians.

Key Program Areas:

- Services for Individuals and Families
 - NDIS services
 - Therapy
 - Positive Behaviour Support
 - Support & Specialist Support Coordination
 - Psychology/Counselling Clinic Medicare
 - Fee Paying
- Organisational Development
- Training
- Professional Development/Supervision

Our work is informed by human rights-based principles including participation, accountability, non-discrimination, empowerment and the practice of human rights standards. We require all employees to perform in a way that is in line with these principles and our organisational values. We celebrate difference and welcome people of all cultural backgrounds, faiths, genders, sexualities and abilities.

Guidestar is also committed to managing corporate social responsibility as an employer, prospective employer and professional service provider to its clients. In alignment with our Corporate Governance Policy, we will ensure that all matters of corporate social responsibility are considered and supported in our operations and administrative matters and are consistent with our stakeholders' expectations.

This role may over time be modified and amended to ensure it is meeting business needs.

About the Position

The purpose of this position is to further develop Guidestar’s Counselling Clinic and to lead development of sector training services. The position will also maintain a case load, and supervise clinicians in the Behaviour Support and Support Coordination Teams ensuring efficient, effective and sustainable services, underpinned by a culture of respect and collaboration through the framework of the Guidestar Strategic Plan 2020-2023. This role will build internal and external capacity, undertaking supervision, leading and supporting the therapy group, undertaking continuous systems and services enhancement within the counselling clinic, and leading growth of Guidestar’s training services through working with subject matter experts within the teams.

Organisational Environment

Our Purpose

To provide quality, sustainable, and responsive services that uphold human rights, create opportunities, promote health, and empower people to make their own choices.

We do this through:

- Striving to be the change that we seek;
- Supporting people to work with vulnerability, complexity, and trauma;
- Working alongside individuals, families, and carers;
- Partnering with organisations to achieve best possible outcomes that benefit their customers;
- Demonstrating best possible practice in relation to service planning, psychological and therapeutic service delivery, and behaviour intervention; and
- Addressing and overcoming barriers to community inclusion for children, young people and people with disabilities and / or mental health support needs.

Our Vision

Working together to realise potential, attain optimal wellbeing and enable a meaningful and engaged life.

Our Values

Relationships

We value relationships first and foremost. Establishing ethical and professional relationships is central to our work and practice.

Respect

We are respectful and caring in all our dealings.

Diversity

We celebrate uniqueness and promote diversity. We respect and acknowledge the skills and perspectives that people may bring through gender, race, culture, ethnicity, disability, age, sexual orientation, gender identity, intersex status or other difference.

Innovation 

We are bold and imaginative. We thrive on opportunities to work collectively on complex issues and deliver breakthrough results. We apply our creativity across all aspects of our business and in the way we interact with our clients and stakeholders.

Thought Leadership 

We share knowledge and ideas. Our directions are guided by contemporary theory and thinking, research and evidence-informed practice.

General Responsibilities

<p>Contribute to the Vision, Purpose and Ethos of Guidestar</p>	<ul style="list-style-type: none"> • Act in accordance with the Ethos of the organisation at all times. • Maintain a high standard of professional conduct when dealing with internal and external stakeholders. • Contribute to the achievement of the strategic direction and goals of the organisation.
<p>Workplace Health Safety</p>	<ul style="list-style-type: none"> • Adopt a risk management approach to problem solving to assist in identifying issues which may have ramifications for the client, family or wider community. • Lead and participate in all workplace health safety policies and procedures as required.
<p>Clinic Development & Management</p>	<ul style="list-style-type: none"> • Provide guidance, leadership and direction to ensure quality outcomes for clients. • Lead implementation of practice management software. • Ensure the necessary resources, systems, policies and procedures are in place for optimal business and strategic operations, innovation, growth and success. • Investigate development of a low cost clinic. • Maintain the highest standards of ethical client care and service provision, while working to deliver financial and operational targets. • Manage and negotiate allocations and case loads in conjunction with the Community Services Manager and Intake & Administration Coordinator. • Coordinate with the Community Services Manager regarding approving team training and leave requests. • Conduct annual performance appraisals as required. • Manage recruitment and orientation of new team members and support students on placement in conjunction with the CEO and Community Services Manager. • Implement effective people management strategies which promote a positive staff and client culture. • Ensure team achievement against target hours of care. • Work with the CEO to facilitate the organisation’s corporate, environmental and social responsiveness.

Clinical Leadership	<ul style="list-style-type: none"> • Develop Personal Qualities: such as self-awareness, self-reflection, self-management, professionalism, and self-development. • Provision of Professional Supervision: Provide clinical supervision and reflective practice to the Therapy Team. • Working with Others: developing networks, building and maintaining relationships, team building with the Leadership Team, Behaviour Support Consultants and Support Coordinators, developing the Therapy Team, engaging with clients and consumers, and collaborating with other service providers as required. • Improving Services: ensuring client and worker safety, critically evaluating, encouraging innovation, evaluating services, improving client care processes and pathways, developing new services and roles as required. • Setting Direction: Identifying opportunities for change, applying knowledge and evidence, making decisions, evaluating impact and outcomes. • Clinical Governance: Leading clinical governance in conjunction with the Clinical Governance Committee and the CEO.
Allocations	<ul style="list-style-type: none"> • Liaise with the Intake & Administration Coordinator and the Community Services Manager on incoming referrals, taking into account initial risk assessment, potential best fit and team capacity to determine ability of teams to provide supports required. • Allocate referrals across Therapy.
Manage Services	<ul style="list-style-type: none"> • Provide clinical support. • Provide specialist assessment, consultation, therapeutic interventions and professional services to support people with disability, their families and support systems. • Improve the quality of services provided to people with disability who have complex needs and display behaviours of concern through the provision of expert behaviour support, therapy and intervention in line with contemporary and evidence-based practice and Guidestar policies and procedures. • Undertake specific adaptive functioning, risk and behaviour-related assessments. • Prepare, write, deliver and implement psychosocial and behaviour assessment reports as well as quality behaviour support plans. • Provide training to support worker teams as required. • Deliver agreed hours of care.
Training	<ul style="list-style-type: none"> • Create engaging learning activities and compelling course content as required by the allied health sectors. • Liaise with and market sector training offerings. • Work with subject matter experts (Guidestar team members) to identify target audience's training needs. • Set instructional end goals and create content that matches them. • Analyse and apply trends and best practices in learning technologies and instructional design. • Provide exercises and activities that enhance the learning process

	<ul style="list-style-type: none"> • Create supporting material/media (audio, video, simulations, role plays, games etc) • Devise modes of assessment, such as tests or quizzes, to measure the effectiveness of the course • Develop Guidestar’s training platform.
Maintain high service quality and continuing professional development	<ul style="list-style-type: none"> • Evaluate your work and seek feedback from those who you provide a service to. Adapt and update your work to incorporate outcomes and feedback. • Respond to complaints in accordance with Guidestar policy • Collaborate and co-work with your colleagues and seek constructive feedback. • Reflect on the evidence base for your practice by participating in team reflective practice. Incorporate new information into everyday practice. • Develop a Continuing Professional Development Plan to plan and monitor professional development. • Reflect on challenges and successes in your work via group, peer and 1:1 supervision. • Access professional development and training outside of Guidestar as appropriate. • Monitor and audit key service aims and outcomes regularly
Participate in Projects as Required	<ul style="list-style-type: none"> • Work within a project team in a cooperative and timely manner. • Participate within a project team and assume responsibility for shared leadership as required. • Undertake Project Management as required.

Key Selection Criteria

Experience	<p>Demonstrated:</p> <ul style="list-style-type: none"> • Ability to provide clinical & professional supervision. • Board approved supervisor (highly desirable) or eligibility. • Exceptional strategic and analytical skills to effectively plan ahead to anticipate problems. • Previous experience working in a psychology clinic or medical environment is highly regarded. • Experience developing and delivering training programs. • Behaviour support and intervention skills including comprehensive behavioural assessments, development and implementation of behaviour support plans and skills in working with a person’s support system (desirable). • Ability to provide support to clients with high and complex needs (including the experience of mental ill health and trauma) to develop and implement intervention strategies in collaboration with other allied health professionals. • Ability to work with people with challenging behaviour using a Positive Behaviour Support approach (desirable).
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	<ul style="list-style-type: none"> Highly developed communication and interpersonal skills including the ability to provide clinical advice and consultancy services and produce high quality written reports. <p>Candidates who do not meet this criteria but can demonstrate similar appropriate experience and values may be considered.</p>
Knowledge	<ul style="list-style-type: none"> In-depth knowledge of the issues, trends and philosophies underpinning the provision of services to persons with disability and those who have high and intensive support needs (i.e., trauma-informed practice). Strong understanding of management practices. Specialised and contemporary understanding of disability including evidence based practice principles and an ability to apply this theoretical knowledge to client support. Understanding of individual clients' cultural and diversity requirements including Aboriginal Torres Strait Islander people (ABTSI); Cultural and Linguistically Diverse (CALD) clients; and Gay Lesbian Bisexual Transgender Intersex (GLBTI) clients. Working knowledge and understanding of the Disability Act 2006, and NDIS Commission particularly in relation to the use and elimination of restrictive practices. Capacity to provide clinical and therapeutic advice in regard to policy, procedure or issues or contribute to service and system development.
Technical and Clinical Skills	<ul style="list-style-type: none"> Management skills. Professional supervision skills. Excellent verbal and written communication skills (including maintaining appropriate clinical records and writing complex reports and correspondence). Excellent time management and analytical skills. High degree of planning and organisational skill necessary to manage a complex clinical case load in conjunction with other tasks. Demonstrated ability to use sound professional judgement to manage complex assessments, case formulation and intervention and use the information to develop and implement best practice initiatives. Understand limits of competence and refer as appropriate. Demonstrated professional judgement and problem solving skills for identifying and resolving issues or providing clinical and therapeutic advice in regard to policy, procedure or issues or contributing to the ongoing improvement of services. Proficient to a high level in MS Office and Client Information Systems. Ability to write high level reports.
Interpersonal Skills	<ul style="list-style-type: none"> Proven oral communication and interpersonal skills for consulting and collaborating with a broad range of health professionals, community agencies and organisations on clinical issues and initiatives. Proven ability to work independently and collaboratively to enhance the capacity of teams including demonstrated experience in mentoring and supervising other professionals in the delivery of clinical, therapeutic and intervention services. Strong negotiation, mediation and conflict resolution skills.

Leadership Qualities	<p>Commitment to diversity & inclusion Diversity and inclusion objectives align with personal values and there is strong belief in the business case.</p> <p>Courage Ability to speak up and challenge the status quo, humility about strengths and weaknesses.</p> <p>Cognisance of bias Mindfulness of personal and organisational blind spots, and ability to self-regulate to help ensure 'fairness'.</p> <p>Curiosity An open mindset, a desire to understand how others view and experience the world, and a tolerance for ambiguity.</p> <p>Culturally intelligent Confident and effective in cross-cultural interactions.</p> <p>Collaborative Empower individuals as well as create and leverage the thinking of diverse groups.</p>
Qualifications	<ul style="list-style-type: none"> • Registered Psychologist with demonstrated experience in clinical practice. • Current and full registration with AHPRA. • Cert IV Training & Assessment (highly desirable). • Board approved supervisor (highly desirable) or eligibility. • Eligibility for Medicare Provider number. • Demonstrable experience in professional/clinician supervision and ongoing professional development. • Membership of relevant professional body. • Own vehicle available for employment related travel.
Relevant Checks	<ul style="list-style-type: none"> • Consent to undertake employee checks processes. • Current registration with Australian Health Practitioner Regulation Agency • Police Check (Australia) • Working with Children Check. • Disability Worker Exclusion Scheme. • A current Driver's License. • International Police Check (where applicable) - if individual has a period of residence of 12 months or more in an overseas country during the last 10 years. • Right to Work in Australia.

Confidentiality

- Any information obtained during employment is confidential and should not be used for any purpose other than the performance of the duties for which the person was employed. Please



refer to Guidestar Conditions of Employment and Guidestar policies governing the areas of confidentiality and disclosure of information, particularly the Privacy Policy.

Occupational Health and Safety

Related legislation: OHS Act (2004) and associated Regulations and Australian Standards

- Guidestar recognises its moral and legal responsibility to provide a safe and healthy work environment. Guidestar will maintain, as far as practicable, a working environment that is safe and minimises risk to the health and wellbeing of all staff, clients, contractors and visitors. Staff will at all times conduct themselves in a safe and responsible manner, with due regard to minimising potential risks within the workplace.
- Guidestar encourages staff to take a constructive role in promoting improvements in occupational health and safety, and to assist Guidestar in achieving a healthy and minimal risk work environment. It is a condition of employment that staff comply with all health and safety related policy and procedures and take part in activities designed to improve the health and safety of the workplace.

Training and Development

- All staff will be required to participate in the annual performance development review process which will be conducted by their designated Manager.
- Staff will be expected to take part in any training or courses relevant to their area of work as may be deemed appropriate.

Other Relevant Information and Conditions

- Guidestar is an EEO Employer
- Aboriginal and Torres Strait Islander people, and those who speak languages other than English are encouraged to apply
- Guidestar is a totally smoke free workplace
- Some out of hours work may be required
- It is a condition of employment that all staff take part in Guidestar’s Quality Improvement Process, and that they take part in and assist in any evaluations of the whole or any part of Guidestar or its programs or projects as required.
- The position is subject to the terms set out in the Guidestar Human Resources Policy, Staff Code of Ethics, and any future addition or variations to them. Tenure of the position is conditional upon ongoing observance of the Guidestar Staff Code of Ethics

Authorisation

I have read, understood and accepted this position description as the basis of this role.



Guidestar

Employee Signature

PD – Service Development Manager/Psychologist

Authorised Manager's Signature