

	Position Title: Clinical Team Leader – Northern Metro	Team: Take Two		Region: Northern Office: Eaglemont
	Supervisor: Clinical Area Manager Take Two	Delegations and Authorities: In Line with Delegations Policy	Band: D Team Leader Motor Vehicle Allowance	Date Completed: July 2019

ORGANISATIONAL INFORMATION

OUR VISION AND FOCUS	ROLE CONTEXT
<p>We believe children, young people and families should be safe, thriving and hopeful.</p> <p>Our Vision for 2022: Together we will courageously change lives and reimagine service systems.</p> <p>For over 140 years, Berry Street has adapted to a changing world, and we will continue to adapt to achieve our purpose.</p> <p>Berry Street will continue to be a strong and independent voice for the children, young people and families with whom we work. In collaboration with others, we will advocate for investment in early intervention and prevention services that enable families to be safe and stay together. We will use approaches that are culturally safe and informed by the best evidence available. We will measure and learn from the impact of our work, and we will continually contemporise our models of practice.</p> <p>We look forward to working with children, young people, families, carers, staff and partners to achieve this vision. Together.</p>	<p>Take Two is an intensive therapeutic service for infants, children and young people who have suffered trauma, neglect and disrupted attachment. It provides high quality therapeutic services for families, as well as contributing to the service system that provides care, support and protection for these children. Take Two is a Victoria-wide service funded by the Department of Health and Human Services, auspiced by Berry Street, and is also involved in partnership with other community service agencies to provide services to therapeutic foster care, Aboriginal therapeutic home-based care, therapeutic residential care and the Stronger Families service.</p>
OUR VALUES	PRIMARY OBJECTIVES OF THE ROLE
<p>Berry Street expects all staff to apply these Values in all aspects of their work.</p> <p>Courage: to never give up, maintain hope and advocate for a ‘fair go’</p> <p>Integrity: to be true to our word</p> <p>Respect: to acknowledge each person’s culture, traditions, identity, rights, needs and aspirations</p> <p>Accountability: to constantly look at how we can improve, using knowledge and experience of what works, and ensure that all our resources and assets are used in the best possible way</p>	<p>The primary objectives of the role are to:</p> <ul style="list-style-type: none"> • Responsibility for the oversight of a clinical team and management of all clinical activities across three programs. • May carry a small case load. Given the seniority of the role the cases are more complex, with clients who are at various stages of the episode of care, such as assessment, treatment and closure. Therapeutic work can range from short to long term. • Responsibility for ensuring that the relevant regional referral processes are in place; that target numbers for client services are met; delivery of high quality clinical services and timely clinical reports; and that relevant client records are maintained according to Australasian standards. • With the Clinical Manager develop collaborative and effective stakeholder relationships and manages the risk and safety in clinical practice and work environments.
	REPORTING RELATIONSHIPS
	<p>This role is based at our Eaglemont office. It is part of the broader Leadership Team within the Take Two Program.</p> <p>This role reports to the Senior Clinical Area Manager who will provide supervision and review. This role has 5 direct reports and works in conjunction with other team members.</p>

Working Together: to work with our clients, each other and our colleagues to share knowledge, ideas, resources and skills

EXPECTATIONS

- Conduct oneself in accordance with the Berry Street Code of Conduct which is underpinned by the values of accountability, courage, integrity, respect and working together within the principles of continuous improvement and occupational health and safety.
- Berry Street is committed to the principles of social justice. We aim to ensure every individual is treated with dignity and respect regardless of their cultural background, ability, ethnicity, gender identity, sexual orientation, spirituality or religion.
- Berry Street supports White Ribbon, Australia's campaign to stop violence against women. There is an expectation that staff never commit, excuse or remain silent about violence against women.
- Berry Street is committed to being a child safe, child friendly and child empowering organisation. In everything we do we seek to protect children. We are committed to the cultural safety of Aboriginal and Torres Strait Islander children; children from culturally and/or linguistically diverse backgrounds; children with a disability; children who identify with a sexual and or gender minority identity.

KEY SELECTION CRITERIA: KNOWLEDGE, SKILLS AND ABILITIES REQUIRED TO FULFIL THE ROLE

- Excellent written and oral communication skills including timely and accurate written reports and able to clearly articulate and engage with a range of audiences – children, families and caregivers, other professionals and the court system.
- Demonstrated ability to flexibly manage competing priorities and stressful situations, monitoring own stress levels and practising and promoting self-care strategies
- Demonstrated ability to provide a high standard of complex direct service in the clinical assessment and treatment of children, young people and families; and to comply with service delivery towards output and outcomes requirement (please refer to expectations under assessment and treatment). The ability to provide sound secondary consultations.
- Capacity to supervise and ensure high quality clinical assessment, intervention and review relating to the impact of child abuse, neglect and mental health.
- An excellent understanding of the complexity of the service system and the issues involved in providing services to statutory clients, with the ability to work in a complicated environment that can challenge and frustrate individual values and viewpoints.
- Demonstrated commitment to working collaboratively and the capacity to listen and consider others opinions, respectfully and tactfully negotiate and liaise with DHHS, other agencies and the community.
- Sound decision making and risk assessment skills, reflected in excellent clinical judgements
- Demonstrated management and leadership skills, including the provision of coaching, mentoring, supervision (able to do so in accordance with Berry Street's supervision model), team building, monitoring of workload and managing performance

QUALIFICATIONS AND OTHER REQUIREMENTS

- An appropriate Bachelor degree level or higher qualification in Psychology, Social Work or related discipline.
- A minimum of 7 years' experience conducting clinical work

DESIRABLE

- Experience in supervising clinical staff
- Post Graduate training is preferred.

<ul style="list-style-type: none"> • Staff must hold a valid WWCC, current drivers licence at all times and undergo a Criminal Records Check prior to employment. Subsequently, staff must report any criminal charges or court appearances. • Please note: The scope of this position does not require the incumbent to practice as a registered psychologist or a registered occupational therapist and, as such, discipline specific registration is not a requirement. If the incumbent wishes to maintain registration it is at the incumbent's discretion and will not impact on the scope of this role. 	
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KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITIES
Assessments and treatment	<ul style="list-style-type: none"> • May carry a small case load. • Refer to Senior Clinician position description for accountabilities pertaining to assessment and treatment of clients. • The Clinical Manager will be responsible for approval of clinical reports completed by the Clinical Team Leader. The Clinical Manager approves specialised assessments for client's case managed by the Clinical Team Leader. • Attends court and gives evidence that may include their professional opinion based upon assessment reports and professional observations on the child/young person's development and relationships with significant others.
Oversight of clinical work	<ul style="list-style-type: none"> • Ensure that referral, case allocation, review and closure processes and systems are in place to meet agreed timelines and expectations. • Ensure that service delivery information is collected and recorded in a professional and timely manner, and is consistent with the requirements of an agreed management information system and the research strategy. • Provide specialist advice and consultation on particular cases. • At times specialised assessments are required. The Clinical Team Leader approves these assessments to ensure clinical governance. • Ensure that systems and processes are in place for appropriate monitoring of clients identified as "high risk".
Teamwork	<ul style="list-style-type: none"> • Work collaboratively with the system that sits around the child – child protection practitioners, education providers, health providers, care givers and family. • Partner with external agencies and professionals to provide clinical interventions as required. • Ensure that constructive and collaborative relationships are developed and maintained with key stakeholders associated with the Take Two team. • Be comfortable working in an area of complexity and competently navigate and manage different points of view on case direction and planning. • Be able to problem solve where required. • Play a lead role in the ongoing operation and development of Take Two within the region of responsibility and actively contribute to its practice development, contract compliance, strategic planning, research, development, training and Aboriginal service strategies.

Administration	<ul style="list-style-type: none"> • Complete assessment, review and closure reports in agreed time frames. • Maintain up to date files. • Update data bases as required and expected. • Keep timely and succinct case notes and file accordingly. • Maintain records in relation to targets.
Supervision	<ul style="list-style-type: none"> • Provides supervision to clinicians and/or senior clinicians and specialist roles in accordance with Berry Street's supervision policy. • Coach and mentor staff within the team. • Conduct annual reviews of supervisees in accordance with Berry Street policy. • Review and sign off on reports completed by clinicians and senior clinicians they supervise. • Attend potentially difficult meetings with clinicians as required, this may be due to complexities within partnerships or if a more complex clinical situation has evolved. • Supervise students as required.
Management and leadership	<ul style="list-style-type: none"> • Assist the Clinical Manager to ensure that high quality clinical services are delivered to the specified client group, through appropriate policy and program operation and development; and the recruitment, management and development of appropriately qualified and skilled staff. • Ensure that all clinicians understand the principles of Take Two and what is expected of them as a Take Two clinician. This includes the capacity for assertive outreach and the support of parents and carers (including foster parents, kinship carers and residential workers), effective liaison with case managers responsible for the care of these children and young people and effective care team participation. • Assist with the management of any serious incidents, co-ordinate the appropriate response and ensure appropriate follow up. • Support the manager in the recruitment, management and development of appropriately qualified and skilled staff and support the manager in the provision of orientation, support, supervision, annual staff appraisals and professional development plans in line with Berry Street policy. • Support the manager in the recruitment, management, development and evaluation of appropriate student placements within the team's region. • Identify key stakeholders in each region (including DHHS, Aboriginal Communities and Services, CYMHS, ELMHS, Drug and Alcohol services, Education and Community Service Organisations) and ensure that constructive relationships are developed and maintained. • Support relevant DHHS and Take Two convened Reference and Advisory Groups, facilitating advice and feedback about Take Two and dissemination of learning from Take Two. • In conjunction with the manager, maintain collaborative working relationships with relevant Berry Street services. • Attends and participates on Professional Panels as required.

INHERENT REQUIREMENTS OF WORK ACTIVITIES / ENVIRONMENT

Following is a table that outlines the main physical and psychological requirements of the position.

Element	Key Activity	Frequency
Work Environment	Manage demanding and changing workloads and competing priorities.	Daily
	Work in a team environment.	Daily
People Contact	Work in different geographic locations.	Regular
	Be exposed to all outdoor weather conditions.	Regular
	Work in unstructured environments (e.g. outreach).	Regular
	Work office hours with the possibility of extended hours.	Regular
	Work in an open plan office.	Daily
	Work in buildings which may be two-storey.	Regular
	Sit at a computer or in meetings for extended periods.	Daily
	Work in an environment with competing demands.	Daily
	Present at court and other jurisdictions.	Occasional
	Liaise with government, non-government and community organisations.	Daily
	Work with clients who may have a physical or sensory disability.	Regular
	Interact with members of the public who may display the full range of emotional expressions, including parents, partners, significant others, family members, advocates, doctors, police.	Regular
	Interact with clients and members of the public who could display verbal or physically challenging behaviour.	Regular
	Facilitate access to specialist, generic and community services.	Daily
	Undertake training and professional development activities.	Regular
Administrative Tasks	Undertake administrative tasks which may include the following: computer work, filing, writing reports, case notes/plans and client records, participating in meetings, concentrating for long periods of time, managing resources and budget and researching and analysing information and data.	Daily
	Use technology including photocopier, telephones including mobiles, fax, overhead projectors, televisions, videos, and electronic whiteboards.	Daily
Transport	Drive vehicles possibly over long distances and in all traffic and weather conditions.	Regular
	Drive vehicles with possible distractions from client behaviour, verbal or physical.	Occasional