

Position Description

Job Title:	Team Leader Adolescent Services		
Job Purpose	<p>The Team Leader Adolescent Services supports the clinical development the RANSW suite of services to adolescent clients. This role is oriented towards both consolidation of the existing suite of services and the expansion and rebranding of those services into new locations such as Headspace centres, schools and other RANSW centres. The primary function of the role is to provide clinical supervision across the adolescent services and to provide expert advice to RANSW leadership in this specialised area.</p> <p>The role requires well developed practice and clinical supervisory skills, as well as flexibility, initiative, coordination and organisational skills.</p> <p>The Team Leader Adolescent Services is expected to live the RANSW values through strong leadership.</p>		
Department:	Operations		
Position Type	Permanent Full Time	Date of Issue:	July 2020
Location	To be negotiated and will include Parramatta and other RANSW sites.		

1. Working Relationships

Direct Reports & Role Scope	<p>A team of approximately 10 Practitioners working across the Parramatta and Illawarra sites as well as outreach locations in Headspace centres, schools and various locations. Supervision load to be configured in consultation with relevant Managers and Practice Quality & Innovation (PQI) Practice Specialists.</p> <p>Geographical coverage – There is potential for the coverage of this role to change in line with growth of the Adolescent services in RANSW centres + outreach locations</p>
Liaises with	<p>Internally: The position holder collaborates with staff of all levels across the organisation. This may include membership of internal committees and working groups in line with current strategic priorities.</p> <p>Externally: Community Organisations e.g. schools and Headspace centres and other Stakeholders</p>
Manager	Centre Manager in line with pattern of work and base site of supervisees.

2. Core Responsibilities	Tasks	Measure	
2.1 Customer Focus We ensure that our customers receive responsive, effective and judgment-free services that are informed by evidence, with a focus on outcomes.	2.1.1	Provide clinical support, direction and supervision to Counsellors within the Adolescent Services portfolio.	Supervision provided as per schedule agreed with Manager and PQI Practice Specialist
	2.1.2	Contribute to a refresh of the clinical model and branding of adolescent services across RANSW.	Model refreshed and new branding launched on social media channels
	2.1.3	Support Centre Managers and Head of Operations to develop annual program targets for the Adolescent services portfolio	Annual targets developed in quarter 4 each FY (for following FY)
	2.1.4	Support Centre Managers to monitor performance against annual targets & implement strategies to address shortfalls where required	Monthly reporting on program performance
	2.1.5	Take a lead role in nurturing existing relationships with partner outreach agencies and to take a proactive approach to expanding this portfolio to further Headspace locations, schools and other relevant agencies.	Regular meetings held with key agencies. Introductory meetings held with potential new partners
	2.1.6	Work in close partnership with other RANSW programs e.g. Community Builders and REP to collaborate on the expansion of all RANSW services for adolescent clients (including those outside of this portfolio).	Contribute to internal working group to coordinate expansion of adolescent services
	2.1.7	Contribute to the handling of customer complaint activity in consultation with the relevant Centre Manager.	Monitoring of complaint activity through RMSS.
	2.1.8	Manage waitlists including providing triage of complex cases where required.	Scheduled monitoring of waitlist at appropriate intervals
	2.1.9	Liaise closely with and seek guidance from PQI to ensure adolescent services meet service delivery standards, quality, performance and legal compliance.	Regular communication with PQI as required
2.2 People Our people are skilled, engaged, innovative, and customer focused in delivering high quality services.	2.2.1	Drive a positive performance culture by acknowledging and celebrating success and effort.	All staff given positive recognition of achievement through a range of channels
	2.2.2	Ensure adherence to Operations policies and procedures	Policies & Procedures discussed and documented in 1:1s, team meetings etc
	2.2.3	Ensures the provision of quality services to clients and customers via staff clinical supervision and effective case consultation.	Supervision scheduled at appropriate intervals. Record of outcomes of supervision stored on central file
	2.2.4	Oversee completion staff MWP's	MWP's completed and saved on central file
	2.2.5	Demonstrate integrity, respect and professionalism at all times – and demonstrably lives the RANSW values.	Ongoing – embodied in all actions

	2.2.6	Demonstrates safe work practices including identification and reporting of hazards/workplace incidents as they occur.	Hazards and incidents reported in RMSS and followed up as required
2.3 Sustainability We access broad alternative funding streams to ensure our organisation's long term financial sustainability.	2.3.1	Ensures the RANSW Adolescent Services remain relevant to, and well connected with, other services within and outside the organisation.	Regular contact with relevant services Regular social media campaigns initiated in consultation with Brand & Marketing
	2.3.2	Work with Centre Managers to achieve full venue utilisation and efficient scheduling of services within RANSW centres	Calumo data

3. Organisational Competencies

Competency	Descriptor
Building relationships	Pro-actively develops and maintains internal and external relationships to facilitate the achievement of work goals. Collaborates and establishes connection and affinity with others; achieves harmony with others easily and quickly; demonstrates interpersonal sensitivity
Communication	Uses appropriate, effective ways to communicate to different audiences in diverse situations. This includes but is not limited to using a respectful tone and manner; listening actively; writing clearly and accurately in a variety of contexts and formats; listening and asking questions to understand other people's viewpoints; communicating issues in a timely manner; awareness of and responsiveness to verbal and non-verbal communication styles; recognising and adapting to cultural differences in communication.
Continuous Learning	Acquires and applies new knowledge and skills in all experiences. Set and pursue personal and educational goals; identify and access learning sources and opportunities; show a willingness to continuously learn and grow; learn from your mistakes and successes; seek and accept constructive feedback from others; stay current with techniques and technologies in your field
Customer focus	Able to create a customer centric perspective and delivery culture that achieves excellent customer experience and high levels of customer retention and referral business
Emotional Intelligence	Demonstrates self-awareness and understands own emotions, acknowledge own strengths and weaknesses, and works on these areas to improve performance; Self-Regulation – able to control emotions and impulses; is thoughtful, comfortable with change, operates with integrity; Motivation – motivated; willing to defer immediate results for long-term success; highly productive; accept challenges; Empathy – able to identify with and understand the wants, needs, and viewpoints others; excellent at managing relationships, listening, and relating to others; Social Skills –team player; focuses on helping others develop and shine; can manage conflict / disputes; excellent communicator; builds and maintains relationships.
Self-Management	Shows an understanding of self and are conscious of the implications of your interactions with others. You act with honesty, integrity and personal ethics; recognise your personal efforts and the efforts of others;; acknowledge diverse opinions and accept differences; have effective self-care strategies and manage your personal health and emotional well-being; take responsibility and demonstrate resiliency and accountability for yourself; plan and manage your personal time, finances and other resources; assess, weigh and manage risk in the face of uncertainty; recognise your strengths and areas for improvement; adapt to new environments and cultures; seek to understand and adapt to change
Teamwork	Works cooperatively and collaboratively with others to accomplish team / organisational goals and reinforce the vision; respects the needs and contributions of others for quality service delivery and appreciates the operational pressures on others; works within the dynamics of a group; accepts and provides feedback in a constructive and considerate way; shares information and encourages others to do the same; supports and motivates the group to perform at its best; recognise the role of conflict when appropriate; build

	professional relationships; show accountability to the team and follow through on your commitments; work effectively with different personalities across a variety of social and professional situations; consider diverse, intercultural perspectives and working styles
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Role Competencies

Business Acumen	Knows how businesses work. Knowledgeable in current and possible future policies, practices, trends, technology and information affecting the sector and organisation. Experience in business information analysis and interpretation.
Inspiring others	creates a climate in which people are driven to do their best. Motivates and empowers others in the workplace, acknowledges the contribution of all staff to the achievement of the strategy
Service Excellence	Dedicated to meeting the expectations and requirements of internal and external clients. Establishes and maintains effective relationships with clients and gains their trust and respect. Seeks ways to improve outcomes for clients as consistent with RANSW's Missions, Visions and Values
Professionalism	Gives consideration to one's own actions and behaviours and the effect they have on others within the workplace. Demonstrates integrity and is a trusted individual. Adheres to core values that are in alignment with that of RANSW.
Stakeholder Engagement	Ability to build strong professional relationships with internal and external stakeholders and engage with them to achieve results. Facilitates an environment in which all parties can contribute to shared goals.
Customer Experience Focus	A strong focus on the experience of RANSW customers at each step of the customer journey. Sound knowledge of customer experience trends, and a consistent application of these perspectives to decision making.
Data Analysis	Ability to work with complex data sets and identify issues and solutions.
Project Collaboration	A strong project focus. Capacity to work on multiple, and concurrent, project teams, including projects with tight deliverable time frames. Projects may range in scale from relatively small to significant organisational change initiatives.
Change Management	Capacity to build consensus for change and provide positive leadership to teams displaying resistance. Ability to create and implement a vision for new ways of serving RANSW's customers with a future focus and manage the barriers to change.

4 Prerequisites

4.1 Mandatory

Qualifications	Relevant tertiary qualification
Experience	<ul style="list-style-type: none">- Experience in a leadership role at either a Community Services or Customer Service oriented organisation.- Five years' experience full time as a child and family counsellor, couple or family therapist or 2500 hours of supervised clinical practice in counselling.- Demonstrated skills, experience and training as a clinical supervisor, giving and receiving live supervision
Knowledge	Substantial knowledge of the delivery of services to adolescents and their families and the service landscape
Technical	Capacity to interrogate complex data and develop strategies to address identified issues
Team work	Ability to work collaboratively across multiple teams and work collaboratively

4.2 Desirable

Qualifications	Tertiary and/or postgraduate qualification in Family Therapy
Experience	Leadership experience in the Non-Government sector
Knowledge	Knowledge of emerging themes in the provision of high quality services to adolescents and their families.
Technical	Capacity to produce high quality reports
Team work	Ability to work collaboratively with diverse stakeholders (internal and external) to achieve desired results.

5.0 Authority

Expenditure	n/a
Brokerage	n/a

6.0 Agreed

Authorised and Dated by Head of Operations:	Authorised and dated by Human Resources:
Signed and dated by Employee:	