



Western Region Centre Against Sexual Assault Inc (WestCASA)

ABN 29 351 352 921

236 Hoppers Lane, Werribee, VIC 3030

Tel: 03 9216 0411 (admin) 03 9216 044 (counselling) Fax: 03 9219 0440
Email: info@westcasa.org.au

Wyndham MDC Team Leader (0.8 EFT) Permanent Position Description

WestCASA is a community based not-for-profit sexual assault, family violence and trauma counselling service operating in the western metropolitan region of Melbourne for over 30 years. WestCASA provides counselling, a crisis response, advocacy, education and training and is located in Werribee with outreach to Footscray, Melton and the Dame Phyllis Frost Centre (DPFC, a women's prison) at Ravenhall.

WestCASA is a partner with the Gatehouse Centre, Victoria Police (Sexual Offences & Child Abuse Investigation Teams - SOCIT & the Westgate Family Violence Unit), Child Protection and Women's Health West in the Multidisciplinary Centre (MDC) in the City of Wyndham.

This position will co-ordinate the WestCASA crisis care and intake services, lead the MDC Team and support the After-Hours teams through the Afterhours Project Worker, and will be based at the Wyndham MDC.

The successful applicant will join a team consisting of Counsellor/Advocates, an after-hours on-call crisis care team, office administrators, Team Leaders, Co-ordinators, the Clinical Services Manager and the Chief Executive Officer. WestCASA is governed by a community-based Board of Governance.

The CEO has responsibility for the management and co-ordination of the work of the service, and oversees, with Board direction, its overall operations. All staff are accountable to the CEO either directly or indirectly through the Clinical Services Manager, Co-ordinators and Team Leaders.

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

WestCASA aims to provide a service that facilitates the recovery and healing for women, men, young people and no-binary folk over the age of 12 years who have experienced sexual assault, family violence and other trauma using an empowering, respectful and culturally sensitive therapeutic approach.

Role

The MDC Team Leader is responsible for the co-ordination of WestCASA MDC team, crisis care and intake services. The Team Leader provides clinical support and

debriefing to the intake counsellor/advocates and the afterhours Project Worker. The Team Leader will provide work review for the Intake Counsellor/Advocates. The Team Leader can also provide clinical support and debriefing to other Counsellor/Advocates. The role also works with the Chief Executive Officer, Clinical Services Manager, and other Team Leaders to manage transition to Wyndham MDC, team wellbeing, client services and quality systems. The Team Leader will maintain a small counselling caseload.

Key Responsibilities

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. Oversee the Crisis Care Service and After-Hours Team in conjunction with the Afterhours Project Worker

- 1.1** Co-ordinate the after-hours on-call and back-up rosters.
- 1.2** Co-ordinate & chair the monthly meeting of the after-hours team including regular training.
- 1.3** Participate in the back up roster that is shared with other WestCASA staff.
- 1.4** Maintain the MOU with Sunshine Hospital Emergency Department and liaise with them regarding maintenance or other issues related to the WestCASA CCU.
- 1.5** Liaise with SOCITs both in relation to the CCU and the broader WestCASA partnership.
- 1.6** Liaise with VIFM and SACL as required.
- 1.7** Liaise with the Reception/Office Administrator regarding the CCU roster, stocktake of clothing and FME Kits and other supplies.
- 1.8** Ensure follow up with afterhours staff if a presentation is particularly complex or difficult and provide options for additional debriefing or supervision.
- 1.9** Liaise with Chief Executive Officer and Clinical Services Manager on matters of clinical and other risk.
- 1.10** Recruit new members of the afterhours team as required.
- 1.11** Provide training and orientation to new after-hours and business hours staff.
- 1.12** Ensure the CCU manual is kept up to date and communicate changes to all staff.
- 1.13** Provide regular training to the Sunshine Hospital Emergency Department staff and other hospitals or health services as requested. (Through the Project Worker)
- 1.14** Develop relationships with regard to developing the MDC CCU and relationships with other relevant services in conjunction with the CEO.

2 Co-ordinate the Intake Service and Team

- 2.1** Oversee the day to day operations of the intake service, providing support to intake team members.
- 2.2** Liaise with team members to ensure the most effective service delivery model including intake appointments.
- 2.3** Support the integration of the intake service in the Wyndham MDC
- 2.4** Ensure there are systems for coverage of the intake service at all times and during planned or unplanned staff leave.
- 2.5** Have an overview of the complex cases and be aware of high-risk clients, identify urgent cases and brief the Clinical Services Manager & Chief Executive Officer accordingly.
- 2.6** Liaise with the intake team to monitor the waiting lists and ensure systems to provide regular contact with wait listed clients and relevant service providers. Brief the Clinical Services Manager and Chief Executive Officer regarding demand management issues.
- 2.7** Co-ordinate the allocation of clients from the waiting list to Counsellor/Advocates in conjunction with the Clinical Services Manager.
- 2.8** Ensure the intake team liaise with other appropriate community service providers to ensure effective referrals and coordination of service provision.
- 2.9** Provide regular monthly work review and clinical support and debriefing to the MDC team and Project Worker in relation to intake, the waiting list and their counselling clients.
- 2.10** Ensure new Counsellor/Advocates are orientated and trained to be able to participate in the intake service.
- 2.11** In conjunction with the intake team review the effectiveness of the intake service and contribute to initiatives to identify areas where continuous improvement can be applied to the service
- 2.12** Ensure program compliance with the requirements of all funding and service agreements in conjunction with the CSM and CEO.

3. Supervision and Work Review

- 3.1** Provide clinical support and debriefing to the MDC team in relation to intake and MDC work, the waiting list and their counselling clients, and in relation to specific clinical modality.
- 3.2** Provide Work Review to MDC allocated staff monthly and conduct performance appraisals biannually.
- 3.3** Provide debriefing to Counsellor/Advocates as required
- 3.4** Monitor the wellbeing of team members, their leave, professional development, time in lieu and performance
- 3.5** Orientate and support new staff to their roles
- 3.6** Liaise with Clinical Services Manager and Chief Executive Officer on matters of clinical and other risk.

4 Counselling & Advocacy – this role will have a reduced counselling load as negotiated with the CEO

- 4.1** Provide effective, evidence-based and culturally sensitive short to medium term trauma counselling to women, men and young people (aged 12 years and over) who have experienced sexual assault either recently or in the past.
- 4.2** Provide short term support and psycho-education to non-offending partners, family and friends.
- 4.3** Participate in the development and delivery of group work programs.
- 4.4** Support adults who have experienced a recent sexual assault at the Crisis Care Unit located at the Emergency Department of Sunshine Hospital during business hours.
- 4.5** Participate in the Intake Roster as required.
- 4.6** Participate in the After-Hours crisis response roster as required.

5 Social Action, Education and Training

- 5.1** Provide education and training to the community, other professionals and groups, as available in conjunction with the Footscray Team Leader
- 5.2** Participate in the development and implementation of strategies to raise community awareness of sexual assault, in conjunction with other staff.

6 Organisational Responsibilities

- 6.1** Attend Board of Governance meetings as required,
- 6.2** Attend regular supervision (work review and clinical supervision) to develop own clinical practice, manage potential impacts on personal well-being of the work, and ensure administrative requirements of the role are appropriately managed.
- 6.3** Participate in regular staff meetings, group supervision, training and professional development.
- 6.4** Participate in other activities and meetings relevant to the work of WestCASA.
- 6.5** Observe the policies and procedures of the organisation and review policies with the team as required.
- 6.6** Ensure all work is performed in accordance with requirements of the Occupational Health and Safety policy, procedures and legislation.
- 6.7** Participate in developing and implementing policies, initiatives and practices in relation to continuous quality improvement.
- 6.8** Contribute to WestCASA's organisational activities, such as strategic planning, service planning and evaluation, writing position papers and attending public events. This may include attending events and/or meetings after hours.

7 General responsibilities

- 7.1** Communicate and collaborate effectively with other team members, including shared projects, regular meetings and day to day activities.

- 7.2** Assist and support your colleagues when they may be experiencing a peak workload or high demand period.
- 7.3** Maintain and apply up-to-date knowledge of evidence-based, best practice and legislation that impact on the delivery of WestCASA services.
- 7.4** Collaborate with the CEO to identify and participate in skills development appropriate to your role and work plan.
- 7.5** Plan your time effectively to manage competing demands, including work/life balance.

Key Selection Criteria

Essential

1. Commitment to and understanding of the vision, mission and aims of WestCASA (as attached).
2. Capability to practice in ways that support cultural sensitivity in service delivery.
3. An advanced understanding of the gendered and structural nature of sexual violence.
4. At least four years' experience and skills in delivering trauma focussed counselling to clients.
5. Relevant formal qualifications such as social work or psychology.
6. Clinical skills and experience in: -
 - counselling and crisis intervention with individuals and families
 - clinical engagement with adolescents, men & women
 - working with complex PTSD and other challenging presentation
 - development and facilitation of groups;
 - provision of community education and training
7. Demonstrated ability to liaise and negotiate with other relevant professionals.
8. Demonstrated ability to effectively communicate with others,
9. Demonstrated ability to manage complex and demanding work both for yourself and in others.
10. Demonstrated ability to maintain accurate and confidential records and prepare professional reports.
11. The capacity to work independently as well as part of a team.
12. Current Victorian driver's licence.
13. Working with Children Check.
14. National Police Check (please note that if you have lived overseas for more than one year in the last 10 years you will be required to provide an International Police Check or two referees for that country.)

Desirable

15. Post-graduate qualifications in counselling or therapeutic practice.

16. Experience in delivering counselling services or programs in the justice system would be valued but not essential.

Salary and Conditions

The position is to be worked over four per week of 7 hours 36 minutes each. Some flexibility in hours or days may be offered.

The salary is in accordance with the conditions of employment with the Western Region Centre Against Sexual Assault Employee Enterprise Agreement 2016 - 2020 (AG2018/3435). It will be offered as a Qualified Social Worker Grade 3 Year 1 (\$91,133 pro rata).

A generous salary packaging and meal & entertainment allowance is available.

WestCASA will forward, monthly, the appropriate rate of employer funded superannuation payments, in accordance with the Superannuation Guarantee Act 1992.

New employees will be required to complete a satisfactory six-month period of probation.

For further information regarding the position
please contact Robyn McIvor on (03) 9216 0411

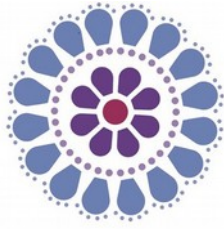
Please submit a written application addressing the Key Selection Criteria and include three referees to:

Robyn McIvor, Chief Executive Officer,
WestCASA, 2nd Floor, 236 Hoppers Lane, Werribee, VIC 3030
or emailed to info@westcasa.org.au

Application close 5.00pm Wednesday 16 October 2019

Position description maintenance

Approved by:	Chief Executive Officer
Date:	June 2019
Next Review:	June 2020



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WESTCASA VISION, MISSION AND AIMS

Vision:

A world where everyone lives free from the fear of sexual assault and family 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 assault and related family violence can occur.
- To strengthen our practice excellence to ensure we are at the forefront of therapeutic responses to people who experience sexual assault and related family violence.
- To advance community understanding of the social conditions that allow sexual assault and related family violence to continue to occur.
- To encourage communities to take responsibility for addressing the crimes of sexual assault and related family violence.