

Team Leader WHS and SASS Counselling

Position:	Team Leader Women's Health and Sexual Assault Support Service
Status:	Participation - On Call Sexual Assault Response Team Roster
Hours of Work:	Full-time negotiable
Responsible to:	76 Hours per fortnight negotiable
Salary:	Coordinator
	Commensurate with experience under the SCHCADS Award

Employees will be required to participate in the after-hours Sexual Assault Response Team. Employees also may be required on occasions to work outside ordinary hours including weekends.

Organisation

The North Queensland Combined Women's Services Inc (NQCWS) operates from a broad feminist perspective and is welcoming of all women. NQCWS feminist philosophy embodies an analysis of the subordinate (secondary) position of women in society with a strong commitment to personal and social change.

NQCWS housed at The Women's Centre, and offers a Specialist Homelessness Service, the Townsville Sexual Assault Support Service and a Women's Health Service. The Sexual Assault Support Service is a part of and provides the coordination of the Sexual Assault Response Team in the Townsville Region. The Women's Centre also provides crisis to medium term counselling, group work, information, support, advocacy, outreach, home visits and appropriate referrals to other service providers.

While working with women, both individually and in groups, The Women's Centre aims to promote social and political change by validating women's stories and experiences, advocating for women's rights through awareness raising, community education and social action.

Purpose

To provide leadership, support and supervision to a team of women's health counsellors to ensure the delivery of high quality responses to women.

To facilitate the implementation of best practice in a feminist service through the development of new and current programmes/models and practice guides.

Accountability

The worker is accountable to the NQCWS Coordinator, and through her to the Management Committee, to the Staff team, and to service users.

Responsibilities

- To work towards achieving the objectives of NQCWS

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- To demonstrate an understanding and commitment to social justice and feminism and to foster an environment dedicated to the celebration and promotion of feminist principles.
- To meet the requirements of the Service Agreements with Department of Justice and Attorney-General.
- To provide leadership to the team that will facilitate and contribute to sexual assault and women's health and well-being service provision in the community
- On a day to day basis provide supervision, direction and guidance related to counselling, casework, court support and SART.
- Be aware of personal safety and stress levels within self and others

Target Group

Women and young women 12 years and over.

Service Provision

Service delivery will be mostly centre-based. However, services are also outreach to Ingham, Ayr and Charters Towers and support to women at Court and through the SART response is required. Community education will be at the most appropriate venue. Services will be provided in a safe and timely manner.

Duties

In conjunction with the Coordinator and other NQCWS workers, ensure a staffed Service to meet the needs of women and their children. To participate and contribute to a leadership team and the Management Committee.

The team leader must be the point of contact for other team members on a day-to-day basis to discuss cases when matters have become more complex or increased risk to an individual is identified.

- Provide staff supervision and complete performance appraisals
- Liaise and work with other organisations to be more responsive to the needs of survivors of sexual assault including the police, the medical profession and appropriate services
- Provide appropriate referrals to, and advocate for women and those who support them, particularly within both the medical and legal systems.
- Support other women-based services or projects as appropriate e.g. Women's Legal Service.
- Provide training to Staff and identify and engage sector specific training
- Supervise tertiary level students as required

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- Provide coaching and mentoring to staff
- Lead reviews of practice and revise and update the practice guide where appropriate
- Lead continuous improvement and quality management requirements including reviews of policies and procedures
- Ensure you and the team meet all legal requirements and are up to date with relevant legislative change
- Provide reports or write funding or policy submissions to government as required
- Attend network meetings as required
- Initiate stakeholder meetings where appropriate

Administration

- In consultation with the Co-ordinator and other team leaders, plan work schedules for efficient use of time and resources.
- Use current case management system
- Record and collate monthly statistics for organisational purposes
- Complete quarterly reports
- Assist in providing case study data and statistics for the purpose of project work or reports
- Organise workload effectively to include preparation and follow up time.
- Participate in Professional Development, Staff Training and Supervision
- To lead and participate with the Coordinator, other staff and management in Women's Centre meetings, policy formulation, HSQF requirements and the planning of future directions of the Service, and in particular the Women's Health and Sexual Assault Support Service
- Participate in an on-call response to support sexual assault victims

Community Education - Partnerships and Collaboration

- Provide community education/training on sexual assault against women to a range of organisations and educational institutions including Police, Health and Welfare Professionals, Schools, University.

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- Partnership development through community and organisational engagement
- Improve pathways for clients by strategically working with Health, Police, the City Council, Victims Assist, Homelessness services and others
- In conjunction with other staff, identify and facilitate social action responses which may include International Women's Day, Reclaim the Night and Sexual Violence Awareness Month
- With other colleagues and Team members, maintain active involvement and current membership of partnerships and networks
- Participate in peak body networks and forums in consultation with other Team Leaders and/or Coordinator.

Sexual Assault Response Team

- In collaboration with agencies involved in the Townsville Sexual Assault Response Team, participate to provide 24 hour on-call crisis care services for recent victim/survivors.
- Provision of specialist critical incident sexual assault support and information regarding victim/survivors rights and options with legal and medical issues
- Preserve the integrity of client confidentiality in accordance with the victim centred best practice model of the Townsville Sexual Assault Response Team, and share information as necessary to facilitate the collaborative partnership
- Liaison and consultation with other professionals, including, Police, Homelessness Services, Mental Health Services, Courts, Medical Services and Victim Assist Queensland

Employees are on the roster that is regularly reviewed to meet the demand.

Please provide details of your knowledge and experience in relation to the selection criteria.

Selection Criteria

Essential Requirements:

1. Tertiary qualification in Social Sciences/Social Work or equivalent degree, or relevant employment history and experience
2. Five or more years' experience working in the Social/Science/Social Work/Counselling field or related areas and/or evidence an understanding of the issues for women who have been sexually assaulted and/or experienced trauma.

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3. Demonstrated knowledge and experience incorporating a feminist analysis of violence against women
4. Demonstrate by way of example experience providing leadership
5. Demonstrate your ability to supervise, coach and mentor other staff
6. Demonstrate your ability to manage complex casework.
7. Highly developed analytical and writing skills, in order to write effective submissions, policy and reports.
8. Demonstrate an ability to work with others to provide organisational administration eg policy and procedure development, reviews and audits of individual and organisational performance and regular reporting.
9. Demonstrated knowledge and practice of trauma-informed service delivery relevant to working with women impacted by sexual violence.
10. Ability to work with people from diverse cultural backgrounds, and/or access services which would assist women particularly those who are disadvantaged.
11. Current or eligible to hold Commission for Children, Young Persons and Child Guardian working with Children Blue Card
12. Current valid Queensland, Open, C class driving licence