

Team Leader Women's Health and Sexual Assault Support Service (Level 7)

To provide leadership, support and management 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, establishment and management of new and current programmes/models, including establishment of practice guides utilising specialist knowledge.

Award

Social, Community, Home Care and Disability Services Industry Award 2010 [MA000100]

Performance Indicators

S.no	Performance indicator	Measurement of performance indicator	Assessment period
1	To be developed	To be developed	6 months

Roles and responsibilities

Organisation

The North Queensland Combined Women's Services Inc (NQCWS) known as The Women's Centre operates from a broad feminist perspective and is welcoming of all women. The Women's Centre recognises that the sociopolitical environment has a direct influence on the experience of women in society; and further considers the intersections of power and privilege and how this shapes the diverse experiences of women and their access to opportunities and resources. The Women's Centre embraces a strong commitment to social and political change to support the safety and wellbeing of all women.

The Women's Centre offers a Specialist Homelessness Service, a Women's Health Service and the Townsville Sexual Assault Support Service which is a key partner within the Sexual Assault Response Team – Townsville Region. The Women's Centre provides trauma and violence informed therapeutic counselling, crisis support, holistic and practical case management support, advocacy, information and referrals to other appropriate services and therapeutic and social inclusion groups. Services offered may be centre based, mobile, outreach and/or co-located in other locations as appropriate.

The Women's Centre aims to promote meaningful personal, social and political change by validating women's experiences, advocating for women's rights and working towards the prevention of gendered violence through awareness raising, community education and social action.

Responsibilities

- Applies high level specialist knowledge to work towards achieving the organisational objectives of NQCWS.

- To demonstrate high level discipline knowledge, understanding and commitment to social justice and feminism and to foster an environment dedicated to the celebration and promotion of feminist principles.
- To oversee and meet the requirements of the Service Agreements with Department of Justice and Attorney-General.
- To provide leadership and management 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 management, direction and guidance related to counselling, casework, court support and SART, in accordance with established organisational, human resources and safety policies and procedures.
- Be aware of personal safety and stress levels within self and others and take appropriate action where necessary.

Duties

- In conjunction with the CEO and other NQCWS workers, contribute to the development and oversight of a staffed Service to meet the needs of women and their children. To participate and contribute as a member of the management team and provide discipline advice to the Management Committee as required.
- The team leader provides specialist advice and support as the primary point of contact for other team members. This involves providing discipline advice when matters have become more complex and/or an increased risk to an individual is identified.
- Maintain high functioning programs and ensure service delivery targets and organisational standards are achieved, and funding body requirements are met.
- Designated manager for the health and sexual assault team, providing management and leadership to the team, in accordance with organisational objectives, policies and procedures.
- 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.
- Contribute specialist knowledge in support of 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.
- Provide initial and ongoing training, coaching and mentoring and regular supervision to homelessness team staff and identify and engage sector specific training.
- Plan and lead reviews and evaluations of current practice and ensure the Health & Sexual Assault Service Practice Guide is maintained up to date.
- Plan, lead and deliver continuous improvement and quality management initiatives and actions, including reviews of policies and procedures in accordance with HSQF requirements.
- Ensure you and the team meet all legal requirements and are up to date with relevant legislative changes.
- Responsible for preparing and submitting reports and writing funding and policy submissions to government by the necessary deadlines and as required.
- Attend network meetings as required.
- Represent the organisation and initiate stakeholder meetings where appropriate.

Administration

- In consultation with the CEO and other team leaders, plan work schedules for efficient use of time and resources, including managing attendance and rosters.
- Use current case management system and regularly monitor team use to ensure the system is used as required.
- Record and collate monthly statistics for organisational purposes.

- Complete and submit quarterly reports as required.
- Contribute to providing case study data and statistics for the purpose of project work or reports.
- Organise workload effectively for self and the team to include preparation and follow up time.
- Participate in Professional Development, Staff Training and Supervision.
- To lead and participate with the CEO, other staff and management in Women's Centre meetings, policy formulation, HSQF requirements and the strategic 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.
- 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 the CEO.

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.
- Ensure the team preserves the integrity of client confidentiality in accordance with the victim centred best practice model of the Townsville Sexual Assault Response Team, and only share personal 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.
- Regularly monitor the roster to ensure demand is met.

Other Duties

- Other duties as requested by the CEO and/or Management Committee

Award Classification: Commensurate with experience under the SCHADS Award 2010 -Level 7

Responsible to: Coordinator/CEO

Previous experience

- Five or more years experience working in the Sexual Assault Support field, counselling or related areas
- Strong leadership and team management skills, including ability to supervise, coach and mentor other staff
- Excellent communication and interpersonal abilities, including highly developed analytical and writing skills in order to write effective submissions, policy and reports.

- Ability to manage complex cases
- Knowledge and experience in incorporating a feminist analysis of sexual violence against women
- Demonstrated knowledge and practice of trauma-informed service delivery relevant to working with women impacted by sexual violence
- Ability to work with people from diverse cultural backgrounds
- High level of organisational and strategic planning skills
- Ability to build and maintain effective stakeholder relationships
- Commitment to client-centered, strengths-based practice
- Strong problem-solving and decision-making capabilities
- High level of integrity and ethical standards

Education

- Tertiary qualifications in social work, counseling, psychology, or a related field.

Essential Registrations:

- Current Working with Children Blue Card.
- Current valid Queensland, Open, C class driving licence.
- Right to Work (Australian/New Zealand passport; Australian/New Zealand Birth Certificate or Citizenship Certificate or Passport and Visa)

Mandatory documents

- Tertiary Qualification in Social Sciences/Social Work or equivalent
- Current Working with Children Blue Card
- Current valid Queensland, Open, C class driving licence
- Right to Work Documents

Checklists

- **Onboarding Checklist:** Onboarding Checklist
- **Offboarding Checklist:** Offboard Checklist