



metro assist

POSITION DESCRIPTION

Team Leader – Clinical Psychologist

Employment Status	Full Time Fixed Term (35 hours/week)
Annual Salary & Benefits	\$85,000 plus superannuation and salary packaging options
Reporting to	Family Services Manager
Direct reports	Brighter Futures Caseworkers
Area of Work	Aligned with FACS funding footprint – South Western Sydney District (Bankstown and Fairfield LGAs)
Office location	Based at Condell Park, and as required be present at other offices: Campsie, Bankstown, Ashfield and other outreach sites

Position Summary

The role of the Team Leader - Clinical Psychologist is to oversee the delivery of quality service of our Brighter Futures Program, manage and provide clinical support to the Brighter Futures Team, and the management of client intake, case allocation, data capture and record management.

The Team Leader - Clinical Psychologist will ensure adherence to the Brighter Futures guidelines and organisational policies and procedures around quality management and service delivery. A function of the Team Leader - Clinical Psychologist is to maintain up-to-date knowledge of policy and program reforms and to assess the impact on the organisation, and represent the organisation to government, peak bodies and relevant networks. The role will also identify and mitigate any risks to clients, staff and to the organisation and will undertake regular planning and service development with the team.

The role is responsible for improving child and family outcomes for children at Risk of Significant Harm, and individuals and families with complex needs and/or vulnerabilities by;

- Enhancing child safety, parent capacity and family function;
- Working as part of a multi-disciplinary team in the formulation and review of case plans, and effective design and evaluation of services/programs; and
- Provision of clinical counselling, consultations, assessments and therapeutic interventions.

These services will incorporate the trauma informed approach to help address parent child relationship and family concerns, in an early intervention and prevention context.

The Team Leader - Clinical Psychologist will champion collaboration with the team and external agencies to ensure a holistic and outcomes based approach for children and families.

The role will include other duties including care coordination support to children, individuals and families, facilitation of groups, intake, and community engagement work. This position will also have a role in ongoing service development.

Key Challenges

There are ongoing improvements within the child protection system resulting in practice reforms at the FACS District level arising from the Department's Safe Home for Life (SHFL) reforms. This has resulted in a stronger child-centred understanding and establishing closer working relationships between the FACS and Brighter Futures Lead Agencies.

Families are being referred into the Brighter Futures program with increasingly complex needs. The Team Leader - Clinical Psychologist will carry a caseload to provide intensive and specialist support in meeting the needs of individuals/families with intensive or complex needs.

Conditions

Employment for this position is subject to a Working with Children and Police check, and maintenance of your professional registration with The Australian Health Practitioner Regulation Agency (AHPRA) and The Australian Psychological Society (APS) is essential. Additionally you will need to be a Psychology Board of Australia 'Approved Supervisor'.

Core Requirements

CORE RESPONSIBILITIES	ROLE REQUIREMENTS	KEY PERFORMANCE INDICATORS (KPI)
Vision, Mission and Values	<ul style="list-style-type: none"> Has an enhanced working knowledge of Centre Vision, Mission, Values and the community context. Detailed working knowledge of other relevant teams and other functions within the organisation. 	<ul style="list-style-type: none"> Understands and articulates significance of Centre's Vision and Mission and follow organisational values in day to day work. Make effective contact across the sites for program information collection and dissemination. Feedback from client surveys and stakeholders is positive. Adheres to identified targets in program work plans, funding agreement and KPIs.
Practices / Safety / Standards	<ul style="list-style-type: none"> Adheres to Policies and Procedures, Code of Conduct and all relevant government legislation (eg: WHS) and relevant standards. Adopts a professional approach to practice including: Financial and general accountability. Adheres to Brighter Futures program guidelines and recommended work practices. 	<ul style="list-style-type: none"> Is conversant with organisation's procedures, Codes of Conduct and relevant legislation and safe work practices. Participates in risk assessments. Feedback from clients and stakeholders is positive. Applies understanding of the organisation's policies and procedures, code of ethics and safe work practices. Understands the legislative framework protecting children and young people, such as mandatory reporting, and adheres to program guidelines governing funded programs. Has an appropriate clearance under Working With Children requirements and a National Police Check.
Leadership/Teamwork	<ul style="list-style-type: none"> Demonstrates to other team members a high level 	<ul style="list-style-type: none"> Participates in planning and implementing team activities in timely and effective manner.

	<p>of motivation and sustained discipline to provide a high level care and/or support for clients with a variety of complex requirements.</p> <ul style="list-style-type: none"> • Participates in providing solutions to problems associated with specific areas of responsibility including family case conferencing, case reviews, monthly supervision and one on one supervision for successful outcomes. • Establishes and maintains positive working relationships with colleagues that are fair, professional, supportive and respectful. 	<ul style="list-style-type: none"> • Provides on-the-job coaching to students and volunteers. • Adheres to timeframes identified in work plans and makes timely responses to team issues. • Feedback from team members and supervisor is positive. • Demonstrates initiative and participates in team problem-solving. • Adopts a collegiate approach to complex cases and work management. • Participates in case conference to contribute to discussion towards collaboration, problem solving, issues and needs addressed towards successful outcomes for the clients. • Advocates effectively on issues impacting children, young people, and families with guidance by Family Services Manager.
Continuous Improvement	<ul style="list-style-type: none"> • Recommends changes to quality procedures and standards that impact across work areas. • Identifies opportunities for improvement. • Provides a reference point based on years of experience. • Advice and assistance is provided for using precedent and knowledge of past complex issues. 	<ul style="list-style-type: none"> • Contributes to innovative & strategic thinking to the programs to: improve services, resolve any concerns, and for funding and commercial opportunities. • Attends appropriate and relevant training, professional development, conferences and forums to provide feedback and attends training within Metro Assist when requested. • Identifies the needs of clients with a variety of complex needs and contributes to the development of family and child/ren care plans that include the provision of multiple services. • Identifies and recommends changes to procedures, protocols and work systems, both internally and across relevant external services. • Participates in service reviews, development and

		<p>planning functions.</p> <ul style="list-style-type: none"> • Contributes to discussions around program knowledge, trends and best-practices. • Adapts readily and positively to changes in procedures, protocols and work systems.
<p>Interpersonal Skills and Communication</p>	<ul style="list-style-type: none"> • Deals regularly with correspondence or enquiries from professional firms and senior managers of external centres. • Can assist others to resolve conflict. • Effectively collaborates with other areas. • Uses positive engaging techniques. • Has a network of contacts in other work areas. 	<ul style="list-style-type: none"> • Communicates effectively and in a timely manner with clients, stakeholders, and respects confidentiality. • Adheres to organisational protocols relating to conflict resolution and adopts feedback from stakeholders and clients. • Contributes relevant information for reporting. • Feedback from internal and external stakeholders is positive.
<p>Experiences/Qualifications/ Professional Development</p>	<ul style="list-style-type: none"> • Relevant tertiary qualifications, knowledge and experience. Is capable across the full range of competencies required at this level of work. • Registered with The Australian Health Practitioner Regulation Agency (AHPRA) and the Australian Psychological Society (APS) (provider number required). • Psychology Board of Australia 'Approved Supervisor' • Maintenance of professional indemnity insurance. 	<ul style="list-style-type: none"> • Presents and provides certified copies of qualifications insurances and experience as part of the recruitment process. • Participates in professional development opportunities in accordance with Metro Assist P&P guidelines.

FUNCTIONAL RESPONSIBILITIES		
Clinical Leadership & Workforce Development	<ul style="list-style-type: none"> • Provides evidence based and culturally appropriate treatment practices. • Oversees the Brighter Futures Team in the delivery of program services to clients. • Provides front line case support to Brighter Futures Caseworkers, including initial assessment for staff working with clients at significant risk of harm through the use of FSNA assessment tools. • Exercise responsible leadership and promote a positive work ethos towards which reflects the organisation’s mission and values. 	<ul style="list-style-type: none"> • Provides regular and professional supervision to all staff. • Monitors team performance, practices and behaviours for compliance with organisational policies and Code of Conduct. • Ensures regular case conferencing and team meetings are conducted. • Encourages reflective thinking, evidence based practice and innovative thinking. • Conducts annual performance appraisals with all staff. • Addresses individual or team grievances in a timely and effective manner, in accordance with Policies and Procedures. • Address any ‘practice gaps’ as they occur to ensure quality services are maintained. • Identifies opportunities for team members to engage in professional development relevant to their programs and services. • Conveys directives from the Board and Management to the team in a timely manner. • Consult regularly with the team on new initiatives, policy changes, internal and external matters. • Successful negotiation of sometimes complex arrangements within the team.
Corporate Governance	<ul style="list-style-type: none"> • Promotes a safe environment and work practices in accordance with WHS legislation and organisational policies and procedures. • Ensures compliance with relevant legislation, 	<ul style="list-style-type: none"> • Identifies and mitigates actual and foreseeable risk to clients, staff and to the organisation. • Participates in review and development of organisational policies and procedures.

	<p>program guidelines and organisational Code of Conduct, policies and procedures.</p> <ul style="list-style-type: none"> • Ensures that services meet practices and targets established in funding agreements. 	<ul style="list-style-type: none"> • Works towards meeting best practices and standards within the sector. • Conveys directives and relevant communications to staff and reports feedback to Management. • Provides updates on programs and organisational activities at regular team meetings and staff forums.
Person Centred Practice	<ul style="list-style-type: none"> • Working in partnership with individuals and their families and/or significant others by involving them in the planning, goal setting, delivery and evaluation of program/service. • Programs are person centred and designed for the individual and family's priorities and needs, family beliefs and values and are responsive to their cultural preferences. • Delivers programs that are strengths based; building on pre-existing strengths which strengthen the overall functioning of the individual and their family unit. • Delivers programs that are embedded into the individual and family's everyday routines. • Responsive to family satisfaction and adapts service as required. 	<ul style="list-style-type: none"> • Identifies and documents individual and family strengths, needs and priorities. • Individual and family expectations/needs are met. • Can identify local community services for external referrals to meet the needs of the client. • Delivery of an outcomes based framework and person centred approach within the program.
Assessments & Intervention	<ul style="list-style-type: none"> • Provision of face to face clinical counselling to clients. • Conducts comprehensive assessments and needs analysis of children/young persons and their carers. • Identify the supports required by carers to promote attachment, reparative parenting and trauma recovery. 	<ul style="list-style-type: none"> • Work collaboratively with carers, caseworkers, school personnel, and other external professional services to identify a tailored program to support families' individual circumstances. • Provides professional face to face clinical counselling to clients including family therapy to support families' individual circumstances. • Administers, interprets, and reports on assessments

	<ul style="list-style-type: none"> • Tailors therapeutic approaches, behavioural interventions and family therapy to achieve positive outcomes for clients. 	<p>where required in collaboration with relevant stakeholders to develop appropriate treatment plans.</p> <ul style="list-style-type: none"> • Creates effective case plans and exit plans with clients and families.
Relationships & Collaboration	<ul style="list-style-type: none"> • Develops and maintains strategic relationships with stakeholders. • Work alongside individuals to develop, deliver and evaluate tailored programs to support families' individual circumstances. • Work alongside internal and external professionals to develop, deliver and evaluate individual programs and ensure consistency across service delivery. • Where required works in collaboration with Family and Brighter Futures Caseworkers based on complexity of presenting needs with the intention of building client capacity. 	<ul style="list-style-type: none"> • Provide information, support materials and services to enhance family's overall capacity as well as the growth and development of the individual. • Demonstrates the use of individual's and/or family's own resources to build capacity. • Identify a tailored program to support families' individual circumstances. • Contributes to effective case support where required including sharing of resources to enable the client to achieve goals and outcomes. • Develop/implement resources and training packages for caseworkers and clients to strengthen individual and family capacity. • Maintaining positive and collegial relationships with funding bodies, government agencies and other stakeholders. • Participate in forums and advisory bodies led by government and peak bodies.
Compliance/Reporting/Evaluation	<ul style="list-style-type: none"> • Compliance with Metro Assist policies and procedures, and with AHPRA and APS Board of Ethics requirements in maintenance of client confidentiality and record keeping. • Participates in the design, implementation, monitoring and evaluation of the Brighter Futures program. 	<ul style="list-style-type: none"> • Provide reports and recommendations to the Family Service Manager as directed. • Maintain and update all FaCS reporting in portals, and any FaCS online reporting tools that fall in line with the Brighter Futures and TEI reforms. • Ensure that all reporting and case files (paper based and electronic) are of the highest quality standard, case

	<ul style="list-style-type: none"> • Psychological report writing as required. • Compliance with APS Board of Ethics. • Actively participates in evaluating service delivery, policies, procedures and program guidelines. 	<p>notes are thorough and entered into data reporting portals regularly, and data is protected to ensure client's information is confidential.</p> <ul style="list-style-type: none"> • Ensure that all data reports and KPI's (internal) and funding agreements (external) for the Brighter Futures Program are achieved. • Implementation of the Results Based Accountability (RBA) into planning and evaluation of programs and services. • Conduct periodic surveys and/or focus groups to ascertain the effectiveness of programs and services. • Provide data capture and evidence gathering for reporting within Brighter Futures programs, including case studies to illustrate the 'practice', outcomes and benefits of an intervention. • Implement systems to address complaints, problems and critical incidents and institute adjustments to service delivery to maximise effectiveness and changes to the program required by the Department. • Update reporting in DOCS Connect portal, including vacancies and tracking engagement. • Monitor referrals and take up by clients and where necessary, maintain a small and reasonable caseload to support the team. • The future implementation of Child Story – a web-based portal currently under development by FACS.
Strategic Business Planning	<ul style="list-style-type: none"> • Develops and implements programs that are responsive to community needs. 	<ul style="list-style-type: none"> • Articulates the evidence to support reports, submissions and tenders. • Participates in relevant forums/activities to identify gaps in services and monitors emerging trends.

Financial Management	<ul style="list-style-type: none"> • Effective management of financial resources. 	<ul style="list-style-type: none"> • Provides feedback on the team budget in consultation with the Family Services Manager and Finance Manager. • Monitors expenditure within program budget. • Supervises staff use of resources and finances. • Acts within delegated authority. • Completes acquittals for community grants as required. • Identifies and reports any fraudulent use of resources within the organisation, or by suppliers/contractors.
Professional Development	<ul style="list-style-type: none"> • Participate in Metro Assist training. • Seek professional development outside Metro Assist as required. • Keep up to date with evidenced informed best practice. • Participate in professional development to ensure your professional registration is maintained as applicable. 	<ul style="list-style-type: none"> • Takes responsibility for maintaining own professional registrations and insurances (provides evidence). • Actively participates and shares experiences and professional knowledge.
<u>Special Projects/Tasks</u> As and when required by [CEO/Manager/Team Leader]	<ul style="list-style-type: none"> • As and when required by the supervisor/Manager work on specific project/event related to the core functions. • Currently, the TEI reforms are under way in NSW Family and Community Services (FACS) policy and program areas which will impact on funded services. The Commissioning Framework from 1 July 2017- 31 June 2020 involves a shift of the current service delivery model to meet the new TEI reforms. 	<ul style="list-style-type: none"> • Satisfactory completion of tasks/role within defined Scope, specification, time frames and budget. • Metro Assist Staff will be working towards the new framework in collaboration with FACS to design a new service delivery model inclusive of casework. Aligned activities, new outcome and evaluation measures as required within TEI reforms and Service Program agreement.

Decision Making Authority

You are responsible for fulfilling your duties within the framework of legislative requirements and Metro Assist Limited's policies and procedures. Issues can be resolved without reference to your immediate supervisor but matters which are outside the policy framework or which may potentially escalate to the detriment of Metro Assist Limited must be reported to your immediate supervisor.

Relationships

Internal

With:

1. Family Service Manager
2. Corporate Services Manager and Administration Officer
3. HR Manager
4. Finance Team
5. CEO

Purpose

1. Direct line of reporting and will require regular updates on program and HR matters as they arise or are requested.
2. Administration responsibility including building, leasing, phones, IT, any other administration responsibility, Marketing and promotion.
3. In direct communication with your manager you will be working with HR on any HR related matters.
4. Timesheets and any leave related matters, payment requisition, grant allocation and acquittals.
5. When requested to attend strategic planning, and operational matters within the organisation.

External

With:

1. Department of Family and Community Services CPO and other representatives Within FACS
2. FACS Combined NGO Meeting CSC Fairfield

Purpose

1. Attending interagency, forums, service reviews and other FACS related meetings.
2. Attending the Combined NGO Panel meetings for 2017 in February. The meeting will take place on the 3rd Tuesday of every month, and is a triage case allocation meeting.

Date Prepared/Updated *25 July 2017*

Approved *Board of Directors 25 July 2017*

Acknowledgement

I acknowledge the following:

- I have read and discussed this position description with my manager; and
- I understand the position objectives, key tasks, responsibilities and performance standards.

Employee Name: _____

Employee Signature: _____

Date: _____