



## Position Description

Position Title	Lead Counselling Supervisor / Senior Psychologist
Reporting to	Chief Executive Officer
Hours of work	22.8 per week (0.6 EFT, additional hours negotiable)
Classification	SCHADs Level 7
Program	Counselling
Position Location	Doncare head office (Doncaster)
Tenure	Ongoing
Date	December 2024

## About Doncare

Doncare is a not-for-profit community services organisation operating in Melbourne's Inner East. Doncare provides low-cost or free support to effectively remedy the impacts of financial instability, food insecurity, inequity, family violence and social isolation. We deliver high-quality, person-centred, strength-based individually tailored services. This includes flexible and innovative solutions to support families and individuals of all ages through Counselling, Emergency Relief, Case Management, Family Violence Recovery Services, Family Services and Social Support for Seniors.

Doncare has been delivering counselling since its inception in 1969. The Counselling Program is predicated on volunteerism with a thriving program of volunteer counsellors, students on placement and two employed child and youth counsellors. Doncare initiated placements for undergraduate and postgraduate students with RMIT in 2013. Currently, partnerships include Deakin University, RMIT, Swinburne University, Cairnmillar, Monash University, La Trobe University, Australian College of Applied Professions (ACAP) and The MIECAT Institute Inc.

Doncare offers trauma-informed, recovery-oriented, culturally safe and responsive counselling which includes: Children and Youth; Men's Health and Wellbeing; Couples; Prepare-Enrich | Better Relationships; Family Supportive Counselling; Generalist Counselling; Family Violence Specialist Counselling; Creative Art Therapy and Therapeutic Support Groups.

Doncare is committed to enhancing inclusive practices and improving access for Aboriginal and Torres Strait Islander people, people from culturally diverse backgrounds, Victorians with a disability, and the LGBTIQ+ community.

Further information can be found about our [Vision, Purpose and Values](#) on Doncare's website.

## Our Child Safety Commitment

Doncare is committed to the safety and wellbeing of all children and young people. Our members, volunteers and employees understand that child safety is everyone's responsibility and is at the centre of all that we do.

Whilst not all Doncare programs and activities involve regular contact with children by members, volunteers and employees, all programs and activities are subject to the [Child Safety Policy](#).

## Position Statement

### Primary purpose of the role:

The Lead Counselling Supervisor collaborates with a small group of counselling supervisors to provide effective and skilled supervision to a team of established volunteer counsellors, students on placement and employed counsellors. This supervision occurs through the provision of group and individual supervision and monitoring their work and professional progress.

The position reports initially to the Chief Executive Officer (CEO) and then, as the program grows, will report to the Manager Mental Health and Wellbeing. The role leads the effective operations of the Counselling Program, facilitates peer supervision with the other counselling supervisors, upholds and enhances practice standards, develops and revises policies and practices and establishes effective relationships with academic institutions to enhance the student placement program.

### Key Accountabilities:

Collaborating with a small team of part-time counselling supervisors, lead and enhance the Doncare counselling program, providing professional leadership to the counselling team. Lead and further develop the low-cost counselling program with a thriving student placement and volunteer counselling team encompassing the disciplines of counselling, social work, psychology and expressive art therapy. This program includes the capacity for child and youth, adult, couples and group therapy with a trauma-informed, client centred, family supportive framework which ensures cultural safety.

Establish and maintain strong stakeholder relationships with academic institutions, referring organisations, local networks and funding bodies including the Manningham City Council.

The program also actively collaborates with and enhances other programs across Doncare including Information and Emergency Relief, Family Services, Family Violence Recovery, Social Support for Seniors and our Opportunity shops, taking opportunities to provide integrated wrap-around care and support for clients and community.

In partnership with the CEO and other program managers, the Lead Counselling Supervisor will:

1. Establish a clinical governance framework which supports effective internal systems and controls to effectively manage Doncare's services and programs in accordance with relevant standards, legislation and policies, and ensure we are consistently providing safe and high-quality care.
2. Develop and implement a commercial program of professional supervision offered to other organisations.
3. Recruit, train and support other supervisors including facilitating monthly peer supervision.
4. Provide regular and skilled individual counselling supervision to counsellors, including established volunteer counsellors and students on placement.
5. Facilitate supervision groups.
6. Support the development and maintenance of individual, group, couples, child and youth, and family supportive counselling.
7. Coordinate counsellor recruitment, orientation and induction (currently twice per year).
8. Provided timely reviews, feedback, contracts and learning goals in collaboration with students and educational bodies.

9. Source new relationships with placement coordinators of educational institutions for student placements.
10. Recruit, train, supervise and support intake workers, meeting regularly regarding assessment and suitability of referrals and allocations.
11. Develop processes to streamline the intake process.
12. Provide clinical expertise and hands on support in response to situations which arise in the context of reception and the provision of emergency relief, such as clients or members of the public needing mental health support and referral.
13. Coordinate and support Doncare's 'critical incident' response for critical incidents within the Manningham community.
14. Co-ordinate an annual program of groups and wellbeing programs responsive to the needs of the Manningham community.
15. Support the development and implementation of a counselling/mental health commercial model which responds to community needs and contributes to the long-term financial sustainability of Doncare.
16. Undertake, lead and enhance the practice of timely, professional and appropriate record keeping complying with all legal and regulatory standards including case notes, outcome measures and other records in the client information management system (CSnet).
17. Provide timely, regular and professional reports to CEO and funding bodies as required.
18. Lead and promote the public brand of Doncare including development of rigorous stakeholder and community engagement strategies.
19. The employee will be expected to perform other duties outside those set in the position description as directed from time to time, which are within the employee's skill, qualification, experience and competence level to meet Doncare's operational needs.

This Position Description may be amended from time to time at the organisation's discretion and with changing requirements. Where there is inconsistency between KPIs in this Position Description and those within Doncare's objectives, Doncare's objectives will stand.

#### Key Relationships:

Who	Why
<b>Internal</b>	
<b>CEO</b>	<ul style="list-style-type: none"> <li>• Maintain a strong and collaborative partnership.</li> <li>• Support the achievement and delivery of organisational objectives.</li> </ul>
<b>Other counselling supervisors</b>	<ul style="list-style-type: none"> <li>• Collaborate to enhance the counselling program.</li> <li>• Encourage team to work collaboratively to contribute to achieving the programs' outcomes.</li> <li>• Lead discussions and decisions regarding implementation of innovation and best practice/clinical governance.</li> </ul>
<b>Established counsellors and students on placement</b>	<ul style="list-style-type: none"> <li>• Provide supervision and support the development of their professional practice.</li> </ul>
<b>External</b>	
<b>Academic institutions, Manningham City Council, State government, referring agencies, community organisations, local networks, donors</b>	<ul style="list-style-type: none"> <li>• Enhance student placement program.</li> <li>• Foster and sustain key relationships.</li> <li>• Exchange information.</li> <li>• Manage expectations and achieve mutual objectives.</li> </ul>

## Key Selection Criteria

### QUALIFICATIONS

#### Required

- Approved tertiary qualifications in psychology with minimum of master's degree qualification.
- Full registration with AHPRA.
- Recognised as a Psychology Board approved supervisor or able to attain this within 3 months of commencement.
- Training in the provision of supervision.

#### Desirable

- Endorsement as a Supervisor with The Psychotherapy and Counselling Federation of Australia (PACFA), The Australian Counselling Association (ACA), or Australian Association of Family Therapy (AAFT).
- Area of practice endorsement in counselling psychology, community psychology or clinical psychology.

### REQUIRED EXPERIENCE AND SKILLS

- Extensive clinical experience and demonstrated ability in working with a broad range of clients and a broad range of issues.
- Demonstrated ability to provide supervision to established volunteer counselling staff and students with a broad range of skills and frameworks.
- Demonstrated ability to develop effective relationships with educational institutions to establish and develop student placement pathways.
- Demonstrated high level of skills and experience in the broad array of risk assessment and safety planning which may be required, including suicide, self-harm, child protection and family violence, client risk assessment and safety planning skills with knowledge of and experience with the MARAM framework and tools.
- Thorough understanding of the drivers of family violence and of best practice in supporting victim survivors of family violence.
- Advanced skills in group and individual clinical supervision.
- A capacity to articulate frameworks and to develop appropriate interventions.
- An interest in working in a community-based agency, and to influence the emotional well-being of the community.
- Demonstrated ability to work positively in a team to promote and model collaborative and respectful staff and client relationships.
- Advanced written and verbal communication skills.
- High level personal and professional integrity, discretion and reliability.
- High level organisational skills and ability to manage competing priorities.
- High emotional intelligence to effectively develop and maintain relationships with colleagues and key external stakeholders.
- Competency with digital platforms and systems, including familiarity with Microsoft 365.

#### Desirable

- Experience working in the Not-For-Profit sector.

## Conditions of Employment

Doncare has a legal and moral responsibility to ensure the safety of all children in accordance with the Child Safe Standards and expects all staff to commit to this standard and understand their duty of care obligations.

Salary and conditions are in accordance with the Social, Community, Home Care and Disability Industry Award (SCHADS). Salary packaging is offered with this position.

Pre-employment checks will include a satisfactory Criminal History Check, Working with Children's Check, and contact with two referees.

A current Victorian Driver's Licence is required.

All offers of employment at Doncare are subject to a six-month probationary period. Staff members are required to participate in an annual performance review linked to the key responsibilities and key performance indicators set out for this position.

All employees of Doncare are bound by the approved policies and procedures of the organisation.

The successful applicant will be required to substantiate formal qualifications.

## Acceptance of Position Description

I have read this document and agree to undertake the duties and responsibilities listed within. I acknowledge that:

- I have read, understood, and accept the Position Description.
- The Position Description is an indication of the duties and responsibilities that I may be required to undertake.
- Additional or other duties and responsibilities may be allocated to me. Where additional training and support is required to fulfil extra or other duties of a similar level of responsibility, it will be provided within the guidelines of Doncare's philosophy.
- The Key Performance Indicators (KPIs), where included in this document, are indicative. KPIs will be set by my immediate supervisor in discussion with me, for each year (or another set period) and my performance reviewed against those KPIs.

### Employee

Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_