

Position Description

Title	Centre Supervisor
Business Unit	Lifeline Melbourne
Location	211 Chapel Street, Prahran
Employment type	Part Time, Maximum Term
Reports to	Manager, Lifeline Melbourne

About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land.

We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

About Lifeline

Lifeline is a national charity providing all Australians experiencing a personal crisis with access to 24-hour crisis support and suicide prevention services. Somewhere in Australia, there is a new call to Lifeline every minute. People call Lifeline's 24-hour crisis line 13 11 14.

Uniting operates Lifeline centres in Ballarat and Melbourne. In addition to providing telephone crisis support, we offer a broad range of training for individuals, corporate and community groups.

1. Position purpose

The Lifeline Centre Counselling Supervisor is responsible for the provision of reflective practice supervision for paid and volunteer crisis supporters. The role provides formal debriefing, individual and group supervision and delivers professional development sessions.

Position Description Centre Supervisor

2. Scope

Budget: nil

People:

Crisis Supporters, In-Shift Supervisors

3. Relationships

Internal

- All Lifeline Uniting staff and volunteers
- All Uniting staff
- Other support and foundation staff

External

- Lifeline Australia
 - Training Participants
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4. Key responsibility areas

Service delivery

- Provide individual supervision to crisis supporters to address specific call themes or issues identified as areas of development opportunities for crisis supporters
- Provision of group supervision for crisis supporters using a reflective practice model
- Ensure the development and maintenance of professional knowledge and skills in existing areas of crisis support policy and practice, suicide, mental health, domestic violence, amongst others.
- Support the team by assisting in various tasks in the phone room.
- Develop and deliver relevant training to enhance the understanding and application of skills relevant to telephone crisis support
- Identify when a crisis supporter may require individual supervision or debriefing outside of scheduled sessions and where appropriate encourage external professional support
- Provision of follow-up support for crisis supporters who have been referred internally - which may include arrangements to undertake individual supervision sessions.
- Undertake and coordinate live call coaching sessions with crisis supporters
- Train other team members in call coaching principles
- Follow up with crisis supporters when instances of concern have been identified in the call coaching process
- Meet minimum requirements concerning own supervision and professional development, as per accrediting body (or as per Lifeline Supervision Procedures)
- Keep appropriate records, including all group, individual and call coaching supervision sessions
- Ensure records of supervision sessions are stored confidentially in line with privacy requirements
- Attend staff meetings and supervision as required
- Attend and participate in Lifeline Australia training forums and meetings as required, and contribute to the national continuous improvement activities

Communication

- Highly developed interpersonal communication and written skills
- Provide proactive constructive feedback using a self-reflective framework
- Demonstrate community networking and program development skills
- Provide reports on milestones achieved with regard to KPIs and data

Teamwork

- Work with trainers, team leaders and manager to continue providing high quality services to crisis supporters and help seekers.

Position Description

Centre Supervisor

- Contribute to a sense of teamwork, collaboration, and positive connectedness.
- Encourage a culture of continuous improvement and best practice.
- Establish, lead, coach and inspire an engaged and productive team
- Undertake regular supervision and performance review with line manager, providing feedback to promote collaborative working relationships
- Promote and maintain a positive, respectful and enthusiastic work environment
- Provide authentic team leadership and the highest level of professional conduct in alignment with Uniting's values.

Legal requirements & risk management

- Ensure all legal, funder and statutory requirements pertaining to the position are met including serious incidents, reportable conduct, and mandatory reporting (child safety)
- Foster a culture where risks are identified and appropriately managed
- Report areas of serious risk to next level supervisor and work together to mitigate those risks.

Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position.
- Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and/or young people.

5. Performance indicators

- Achieve Service Agreement outcomes regarding individual and group supervision
- Provide professional development opportunities as per the requirements of the Service Agreement

6. Person specification

Qualifications

Centre Supervisors must be registered with Lifeline Australia as an accredited Centre Supervisor, which involves meeting the following requirements:

- Tertiary qualifications in Psychology, Social Work, Counselling or equivalent social/behavioural sciences. (Essential)
- Post graduate qualifications in a relevant discipline (Desirable)
- Hold ongoing full accreditation under a national health, social work or counselling registration board. Acceptable accrediting bodies include, but are not limited to:
 - Australian Health Practitioner Regulation Agency (AHPRA)
 - Australian Counselling Association (ACA) Level 2 or higher

Position Description Centre Supervisor

- Australian Association of Social Workers (AASW)
- Psychotherapy and Counselling Federation of Australia (Clinical Member)
- Qualifications in clinical supervision, training and assessment (Desirable)

Experience

- Extensive experience and competency demonstrated in previous position/employment in the areas of counselling, supervision, group facilitation and training (Essential)
- Highly developed counselling skills, with experience in crisis counselling (Desirable)
- Knowledge of telephone counselling environment
- Ability to be non-judgmental, supportive and maintain professional boundaries
- Ability to relate to crisis supporters from diverse groups and backgrounds
- Demonstrated ability to work as part of a team, building and promoting a positive and collaborative workplace
- Ability to manage workloads and prioritize task
- Some out of business hours work required

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values.
- Demonstrated ability to provide safe environments for children and young people and protect them from abuse and neglect.
- Teamwork: Willingness to be proactive and help others, contribution to the continuous improvement of a positive, collaborative and effective work environment
- Professionalism: Executes day-to-day activities in a positive, friendly and enthusiastic manner.
- Culturally Aware: Values diversity as a strength and behaves in an inclusive manner
- Client Focused: Achieve results through their teams
- Communication: Well development communication and interpersonal skills

7. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.

8. Acknowledgement

I have read, understood, and accepted the above Position Description

Employee

Name:

Signature:

Date: