



## Women's Safety Services SA

### Job & Person Specification –Service Delivery

<b>Position Title:</b>	Specialist Trauma Program Manager		
<b>Classification:</b>	Level 7 , SCHADS AWARD		
<b>Location:</b>	Mile End/ Head Office		
<b>Last Reviewed</b>	14/09/2020	<b>Review Due</b>	14/09/2021

<b>Role Reports to:</b>	Executive Manager National & State-wide Services
<b>Direct Reports:</b>	<ul style="list-style-type: none"><li>• Specialist Trauma Counsellors</li><li>• Practice Leads</li></ul>

<b>KEY PURPOSE OF THE POSITION</b>
<p>The Specialist Trauma Program Manager is located within the 1800RESPECT program, and is responsible for the coordination of service delivery, and for providing leadership, consultation and support to a team of Specialist Trauma Counsellors. The Program Manager will work in partnership with Clinical Leads to ensure coordinated responses and seamless service delivery, that deliver high quality outcomes for women and children impacted by domestic violence.</p>
<b>THE ORGANISATION</b>
<p>WSSSA is a women's and children's domestic and family violence service that provides an integrated response to its clients through the provision of specialised, accessible and flexible models of service delivery. WSSSA has a strong and varied history, delivering services across diverse cultures and backgrounds. Our practice model is underpinned by a safety first approach which seeks to ensure that the safety and empowerment of women and their children is paramount in all aspects of service delivery and advocacy.</p>
<b>VALUES AND PRINCIPLES</b>
<p>We value and are committed to:</p> <ul style="list-style-type: none"><li>• Safety</li><li>• Diversity and Equity</li><li>• Respect</li><li>• Responsiveness, Flexibility and Innovation</li><li>• Knowledge and Accountability</li><li>• Community responsibility</li></ul>
<b>KEY WORKING RELATIONSHIPS</b>
<ul style="list-style-type: none"><li>• Executive Manager National &amp; State-wide Services</li><li>• Practice Leaders</li></ul>



- Specialist Trauma Counsellors & Administrative staff
- Program Management Team
- Medibank Health Solutions

#### KEY RESULT AREAS

- Provide leadership, and oversee the day operations of the Specialist Trauma Counselling Team;
- Ensure counselling services adhere to the Medibank Health Solutions Model, and are responsive to people from CALD or Aboriginal or Torres Strait Islander backgrounds, and vulnerable clients with high and complex needs;
- Respond to complaints, queries or feedback from Medibank Health Solutions;
- Review statistical data and internal reports and participate in partnership meetings related to reporting requirements, data and rostering;
- Participate in service review processes and implement service improvements in partnership with Medibank Health Solutions;
- Ensure accuracy and integrity of client case notes and data collection is maintained in accordance with Medibank standards;
- Develop policy and operational procedures as required for the Program;
- Manage oversight of Program activities such as rostering and scheduling of meetings;
- Ensure continuity of services when issues arise with IT, Human Resources and/or phone systems;
- Provide on call support as required by program demands; and
- Undertake project work as required, designed to improve overall National 1800I services.

#### PERSON SPECIFICATION

##### Essential Qualifications

- Degree in counselling, psychology, social work, social services or a related field is essential.
- Eligible for membership with a professional governing body eg. AASW, APS, PACFA or other membership relevant to qualifications.

##### Competencies and Experience

- Significant experience in Managing programs and/ or leading a team of Specialist Counsellors or similar, in an organisation that delivers domestic and family violence support services;
- Significant experience as a Trauma Specialist Counsellor, or experience in specialised sexual assault, domestic and family violence counselling;
- High level communication and interpersonal skills to ensure strong relationships with key Medibank stakeholders, Practice Leads and a team of direct reports;
- Strong analytical abilities, and decisive problem solving skills;
- Demonstrated ability to work in a fast paced and high demand work environment, including working within agreed timeline parameters;
- Understanding of Federal and State based legislation including child protection legislation relevant to service delivery;
- Excellent knowledge of theoretical approaches and foundations applicable when working with women and children experiencing domestic and family violence;



<b>SPECIAL CONDITIONS</b>	
<ul style="list-style-type: none"><li>• Current full Driver's License and able to drive;</li><li>• The incumbent is required to satisfactorily complete a Department Human Services Child Related Screening and National Police Check;</li><li>• Must be able to work outside normal hours in an on call capacity as required.</li></ul>	
<b>GENERAL DUTIES &amp; RESPONSIBILITIES</b>	
<ul style="list-style-type: none"><li>• Promote and implement high quality services to clients of WSSSA in alignment with the Medibank Health Solutions Model, Service Delivery policies and procedures, WSSSA values and the WSSSA Code of Conduct.</li><li>• Faithfully and diligently, perform the duties consistent with this position as may be varied from time to time by the organisation.</li><li>• Comply with all laws applicable to the performance of this position and not to enter into any arrangements or understandings that conflict with your duties as a team member of the organisation.</li><li>• Ensure the health and safety of yourself and others by complying with WSSSA's Work, Health &amp; Safety policies, procedures and guidelines.</li></ul>	
<b>Duty as a Public Officer</b>	
<ul style="list-style-type: none"><li>• As a Public Officer, as per the Independent Commissioner against Corruption (ICAC) definition, you have a mandatory reporting obligation to report to the Office for Public Integrity (OPI), any conduct that you reasonably suspect raises and issue of corruption, or serious or systematic misconduct or maladministration in public administration. As a Public Officer your own conduct could be subject of a report to the OPI and as a result you could be investigated for corruption.</li></ul>	

<b>Prepared by</b> <b>Name:</b> Rachel Lucas <b>Role Title:</b> People & Culture Manager	<b>Date:</b> 15/09/2020
<b>Approved by</b> <b>Name:</b> <b>Role Title:</b>	<b>Date:</b>