Position Title: Team Leader
Classification: Level 6, SCHADS Award
Location: Mile End/ Head Office
Last Reviewed: 17/03/2021
Review Due: 01/07/2021

Role Reports to: Reports to Executive Manager - National & State-wide Programs
Direct Reports:
- Domestic & Family Violence Counsellors - DVCL

KEY PURPOSE OF THE POSITION

The Team Leader provides direction, consultation and support to a team of Counsellors, to assist in alleviating the impacts of domestic and family violence, through the Domestic Violence Crisis Line (DVCL). This will be achieved through the provision of telephone counselling, and by assessing the immediate support needs of women and children in crisis, and arranging referrals for short term crisis intervention, and other forms of crisis support.

THE ORGANISATION

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.

VALUES AND PRINCIPLES

We value and are committed to:
- Safety
- Diversity and Equity
- Respect
- Responsiveness, Flexibility and Innovation
- Knowledge and Accountability
- Community responsibility

KEY WORKING RELATIONSHIPS

- Executive Manager, National and State-wide Program’s
- Domestic Violence Crisis Line Team
- Clients of Domestic Violence Crisis Line
- All WSSSA staff
KEY RESULT AREAS

- Supervise and direct a team of Counsellors to provide quality & timely responses to callers contacting the service, and provide backup responses to callers as required;
- Oversee staff administration to ensure confidential and accurate documentation of client case notes and files, and adherence to DHS and WSSSA requirements in relation to data collection;
- Contribute to service planning, assisting in the development of objectives and targets that facilitate the improvement of WSSSA programs;
- Conduct one to one and other performance development activities, and identify staff training & development needs, as well as conduct performance management discussions as required;
- Manage and facilitate recruitment processes or DVCL staffing as required;
- Manage leave requests, roster maintenance, shift coverage and the coordination of team meetings;
- Provide regular reports to Executive Manager National & State-wide Programs, relating to service delivery, data and program initiatives;
- Participate in the development and review of policies and procedures under the broad direction of the Executive Manager, National & State-wide Programs;
- Liaise with internal and external stakeholders as required to ensure seamless delivery of integrated initiatives to people at risk of domestic and family violence.

PERSON SPECIFICATION

Essential Qualifications

- Tertiary qualification in Social Work, Psychology or Counselling, and/or experience commensurate with the position.

Competencies and Experience

- Experience in the provision of direction, support and mentoring to staff, as well as the performance of tasks relating to performance management and recruitment;
- Significant knowledge and experience in the provision of telephone counselling and intervention case work, with ability to creatively problem solve;
- Strong empathy and ability to work sensitively with a diverse range of clients affected by domestic and family violence and in crisis by providing appropriate and timely information and support;
- Previous experience working in a crisis, domestic and family violence or related setting;
- Excellent knowledge of the theoretical approaches applicable when working with women and children experiencing domestic and family violence;
- Strong understanding of risk assessment and safety management as it relates to women and children experiencing domestic and family violence;
- Well-developed oral and written communication skills, and high level interpersonal skills including the ability to communicate effectively with a diverse range of cultural and social groups;
- Demonstrated ability to work with attention to detail in a high demand environment, whilst adhering to client service protocols, within agreed timeframes;
- Sound IT systems knowledge, including exposure to the use of client record databases, and intermediate skills in the Microsoft suite of products;
- Ability to maintain a high degree of confidentiality, integrity and honesty.
### SPECIAL CONDITIONS

- Current full Driver’s License and able to drive;
- The incumbent is required to satisfactorily complete a Department Human Services Child Related Screening and National Police Check;
- Must be able to work outside normal hours in an on call capacity as required
- Flexibility to work cross functionally, and/or move between WSSSA programs as required, to ensure the achievement of service and operational requirements across the organisation.

### GENERAL DUTIES & RESPONSIBILITIES

- Promote and implement high quality services to clients of WSSSA in alignment with WSSSA Practice Model, Service Delivery policies and procedures, WSSSA values and WSSSA Code of Conduct.
- Faithfully and diligently, perform the duties consistent with this position as may be varied from time to time by the organisation.
- 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.
- Ensure the health and safety of yourself and others by complying with WSSSA’s Work, Health & Safety policies, procedures and guidelines.

### Duty as a Public Officer

- 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.

<table>
<thead>
<tr>
<th>Prepared by</th>
<th>Date:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name:</td>
<td></td>
</tr>
<tr>
<td>Role Title:</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Approved by</th>
<th>Date:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name:</td>
<td></td>
</tr>
<tr>
<td>Role Title:</td>
<td></td>
</tr>
</tbody>
</table>