



Engender
Equality

Therapeutic Counselling Practice Supervisor

About Engender Equality

Engender Equality (formerly SHE) is a state-wide not-for-profit organisation that supports people affected by family and domestic violence in Tasmania.

We work to end all family, domestic and intimate partner violence.

We see gender inequality as both the cause and the context of family violence.

We believe that only by actively challenging gender-based oppression can we achieve positive and respectful relationships within healthy, inclusive structures and institutions. This outcome will ultimately benefit the whole Tasmanian community.

We acknowledge that family violence is complex and that it includes a broad range of behaviours that are sometimes not recognised as violence. We also know that people are affected by violence in different ways. Due to multiple forms of oppression we commit to an intersectional and lifespan understanding of the impacts of family violence.

A dynamic, evolving organisation, Engender Equality's philosophies, practice and resources are based around lived experience and grounded in research. Our progressive approach, combined with three decades of skills, knowledge and hands-on involvement gives us an edge in the fight for gender equality in Tasmania.

Our Vision and Service Philosophy

Vision

Tasmanians living free from violence

Service Philosophy

Engender Equality maintains that the best opportunity for supporting change and achieving goals is created when people we serve are positioned as experts in their experience and at the very centre of the organisation.

Our service philosophy is built on the following positions:

- Family violence is a human rights violation. Violence is unacceptable within a relationship.
- Women, gender diverse and non-binary people, and children have the right to safety within their homes.
- Family violence involves abuse of power and is predominantly directed towards women by men.
- Family violence and abuse is a reflection of the inequities between men and other genders in this society.
- Perpetrators of violence are responsible for the violence.
- Legal sanctions are part of the response to family violence.

Engender Equality's Therapeutic Counselling Service

Engender Equality offers therapeutic counselling to people affected by family or domestic violence in Tasmania.

Therapeutic counselling services are:

- Free and confidential
- Short or long term
- Face-to-face, by phone and/or online
- Suitable for people affected by family violence now or in the past
- For all people regardless of gender, age, sexual orientation, ability, marital or socioeconomic status, cultural, religious or ethnic background.

Our practitioners are:

- Qualified, specialised, and experienced
- Based in Hobart, Launceston and North West Tasmania
- Committed to protecting privacy and offering secure and confidential services.

Role and Service Context

In the 2022 Engender Equality established the 'Therapeutic Counselling Practice Leader' role to lead the therapeutic counselling team. The Practice Leader works with the CEO and the Board to establish and maintain a Clinical Governance Framework, and supports the counselling team to implement the Framework systemically (via a Service Manual developed with the counselling team), and via practical, day-to-day application (including clinical supervision and complex case support). The Practice Leader also maintains a small therapeutic counselling caseload.

In 2023/24, to support a growing therapeutic counselling team, two Practice Supervisors reporting directly to the Practice Leader will provide Engender Equality with additional capacity in direct management, practice supervision and clinical leadership of Engender Equality's therapeutic counselling teams.

Position Description

Job Title:	Therapeutic Counselling Practice Supervisor
Location:	Engender Equality (State-wide)
Classification/Salary:	SCHADS, Level 7
Employment Status:	Full-time 37.5 hours/week
Reports to:	Chief Executive Officer
Specifications:	Maximum Term Contract – 3 years; 6 month probation period

Role Purpose

Reporting to the Therapeutic Counselling Practice Leader, the Therapeutic Counselling Practice Supervisor is a leadership role, responsible for:

- direct line management of a team of therapeutic counsellors
- clinical supervision for a team of therapeutic counsellors
- contributing to leadership of Engender Equality's therapeutic counselling service
- managing and monitoring risks associated with therapeutic counselling
- other duties that enable the safe and effective delivery of Engender Equality's therapeutic counselling service.

Role Responsibilities and Accountabilities

In close consultation with the Practice Leader, the responsibilities and accountabilities of the Therapeutic Counselling Practice Supervisor are:

Manage Therapeutic Counsellors

- Provide direct, day-to-day line management of a team of therapeutic counsellors, including application of human resources policies and procedures, staff rostering, responding to unplanned staff leave, and performance management (but excluding approval of leave)
- Allocate caseloads to a team of therapeutic counsellors, and periodically review caseloads of each counsellor in the team
- Coordinate therapeutic counsellor team practice meetings
- Facilitate team building opportunities for therapeutic counsellors
- Support therapeutic counsellors with client matters, including editing of support letters
- Coordinate training for a team of therapeutic counsellors
- Participate in recruitment of therapeutic counsellors
- Provide high quality induction and on-boarding for new therapeutic staff
- Monitor and make recommendations to the Practice Leader on counselling service environments – including spaces, equipment and technology – to ensure the safety and comfort of clients and staff

- Develop and facilitate the implementation of professional development plans with therapeutic counsellors, in formats approved by the Practice Leader
- Oversee client case notes according to therapeutic industry standards
- Support counsellors to provide therapeutic counselling in family violence by applying feminist frameworks and underpinning theories
- Facilitate counsellors participating in Engender Equality's family violence training for external organisations to (among other things) diversify their knowledge and experience.

Clinical Supervision in Therapeutic Counselling

- Provide direct supervision of therapeutic counsellor clinical practice, and ensure all counsellors access regular, high quality reflective supervision experiences
- Provide case-specific practice support for counsellors
- Model clinical practice through direct provision of counselling for a small case load
- Plan and implement continual improvements to clinical services based on client experience, staff contributions and emerging research and practice
- Propose, plan, trial and implement innovative approaches to counselling practice
- Maintain quality standards and external compliance requirements relating to therapeutic counselling services
- Contribute to the continuous improvement of Engender Equality's Clinical Governance Framework
- Contribute to the continuous improvement of Engender Equality's Therapeutic Counselling Service Manual
- Challenge gender and power issues utilising an intersectional approach underlying family violence on both personal and social levels including accountability of perpetrators
- Ensure the application of the Code of Practice for specialist family violence services.

Contribute to leadership of the Therapeutic Counselling Service

- Oversee the activities of Shark Cage and BUGK Groups
- Manage client access to third-party financial and service supports, including (as at April 2024) Wesnet; Uber, Escaping Violence Payment; and Rebuilding Smiles.
- Facilitate the delivery of therapeutic counselling from outreach locations
- Support the Practice Leader to manage the planning and delivery of services to ensure all clients receive quality and timely therapeutic counselling
- Support the Practice Leader to implement a service-wide intake, assessment, triaging, and appointment scheduling process
- Contribute to achievement of external and/or internal performance targets in the therapeutic counselling service

- Support the Practice Leader to ensure therapeutic counselling services are delivered in accordance with budgets, financial systems and available resources
- Organise and administer own work programs, applying time management strategies and tools
- Collect, collate, analyse and persuasively report on therapeutic counselling inputs, outputs, outcomes and performance indicators
- Contribute to tenders and funding submissions relating to therapeutic counselling services
- Cooperate and collaborate with external organisations to ensure a high standard of client focused support, including appropriate referrals to and from the therapeutic counselling service
- Administer client brokerage funds within delegation
- In collaboration with staff, contribute to effective use of the client record management database to ensure consistent and high-quality record keeping.

Monitor and Manage Therapeutic Counselling Risk

- Implement risk assessment and management processes for a therapeutic counselling team
- Proactively identify and implement improvements to risk assessment and management processes, including recommending updates to Engender Equality's Clinical Governance Framework to the Practice Leader
- At the direction of the Practice Leader, support the Engender Equality Board to effectively manage risks associated with the therapeutic counselling service, including via a Engender Equality's Clinical Governance Framework.

Other Responsibilities

- This position description is not intended to be an exhaustive list of duties. The person selected for this role will be expected to perform other related tasks requested by the Practice Leader and/or CEO and as necessitated by the development of this role and the development of the organisation.

Selection Criteria

- A tertiary qualification in social work, psychology, counselling or a related clinical field
- Eligibility for registration with a relevant professional association
- Demonstrated capacity and experience in direct counselling; and capacity to lead and supervise a counselling team
- Knowledge and experience implementing end-to-end therapeutic counselling service models, including (but not limited to) client intake, assessment, allocation, scheduling, referral, and service exit, within a family violence context
- Well developed interpersonal and communication skills - including writing, consultation, negotiation, advocacy, and liaison – and the capacity to effectively communicate in diverse professional contexts.

Other Mandatory Requirements of this Role

- Must hold Australian citizenship or be a permanent resident of Australia.
- Must satisfactorily comply with National Police Clearance and Working with Vulnerable People requirements
- Current drivers' licence
- Demonstrated knowledge of Tasmanian Government policies and legal requirements relating to Family and Domestic Violence (or the capacity to acquire)
- Capacity to fulfil the basic physical and psychological requirements of the position as set out in Table A below.

Key Competencies for all Engender Equality staff

Self-Assessment and Reflection: The capacity to recognise own feelings and those of others, for motivating ourselves and managing emotions well in ourselves and our workplace relationships. To be capable of self-awareness, self-management, social awareness and relationship management, in order to contribute to a more effective and supportive organisational culture.

Quality: Engage in activities that promote continuous improvement in provision of community health services.

WHS/Risk Management: Work performance complies with WHS/Risk Management obligations.

Service Performance: Services are delivered in a timely manner, meet Engender Equality expectations, and are consistent with sound administrative and operational procedures and practices and within allocated budgets where applicable.

Communication: Information is disseminated on-brand, using appropriate media/language to the right people at the right time.

Accountability: Individual responsibility to deliver services within the relevant legislative and regulatory framework and through sound financial practice.

How to Apply

For further information regarding this position, please contact:

Alina Thomas

0438 788 291

ceo@engenderequality.org.au

Applications should include a cover letter, an up-to-date CV and a separate document addressing each item in the 'Selection Criteria' and 'Other Mandatory Requirements of this Role,' with reference to the 'Role Responsibilities and Accountabilities' as appropriate.

Please forward your complete application to ceo@engenderequality.org.au by COB 3 June 2024.

Engender Equality's commitment to diversity

The expertise, lived experience and cultural wisdom of Aboriginal and Torres Strait Islander, First Nations, LGBTIQ+ migrant, culturally diverse and women with disability are valued by Engender Equality and applicants from these groups are strongly encouraged to apply (as are people with parenting responsibilities). We recognise that this position requires a broad range of skills and as such there is some flexibility in the number of hours worked per week and the key areas of responsibility. Engender Equality encourages applicants to identify their areas of experience that best match the role and any preferred options for flexible working arrangements.

TABLE A: The basic physical and psychological requirements of the Therapeutic Counselling Practice Supervisor	
Work Environment	
Manage demanding and changing workloads and competing priorities.	Daily
Work in a team environment.	Daily
Work in different geographic locations.	Regular
Be exposed to all outdoor weather conditions.	Regular
Work in unstructured environments (e.g. outreach).	Regular
Work office hours with the possibility of extended hours.	Regular
Work after hours, as operationally required.	Regular
Work in an open plan office.	Daily
Work in buildings which may be two-storey.	Regular
Sit at a computer or in meetings for extended periods.	Daily
Work in an environment with competing demands.	Daily
Present at court and other jurisdictions.	Occasional
People Contact	
Liaise with government, non-government and community organisations.	Daily
Work with clients who may have a physical or sensory disability.	Regular

Interact with members of the public who may display the full range of emotional expressions and behaviours, including partners, significant others, family members, advocates, doctors, police.	Regular
Interact with clients and other people who could display challenging behaviour.	Regular
Facilitate access to specialist, generic and community services.	Daily
Undertake training and professional development activities.	Regular
Administrative Tasks	
Undertake administrative tasks which may include: computer work, filing, writing reports, case notes/plans and client records, participating in meetings, concentrating for long periods of time, managing resources and budget and researching and analysing information and data.	Daily
Use technology including photocopier, telephones including mobiles, fax, overhead projectors, televisions, videos, and electronic whiteboards.	Daily
Transport	
Drive vehicles possibly over long distances and in all traffic and weather conditions.	Regular
Drive vehicles with possible distractions from client behaviour, verbal or physical.	Occasional