

JOB DESCRIPTION

Practice Lead

RESPONSIBLE TO: Business Development Manager

BASIC RESPONSIBILITY: To manage the day to day overall performance of the service delivery team including: planning, budget control, development and supervision of staff, program development, evaluation and reporting

DUTIES:

Leadership: Of the team and individuals to meet strategic objectives; leadership of service planning, promotional activity, and reporting; team building and development; and proactive conflict management. Models professional behaviour, skills and attitudes. Promotes management and organisational principles and systems

Staff Management: Maintains set levels of staffing in accordance with service requirements; conducts recruitment, supports staff to engage with, and complete, the Quality Staffing Framework; conducts support and performance management as required, ensures compliance with supervision requirements

Supervision and Clinical Governance: Monitors clinical governance requirements to develop and guide work practices that meet service standards and targets; ensures practitioner welfare through the delivery of line and clinical supervision; monitors measures of program effectiveness and efficiency; participates in program/project/policy review and evaluation to continuously improve client outcomes; embracing the clinical audit process and actively responding to audit findings and establishing process improvement plans

Service Delivery: Upholds and drives Interrelate values, strength-based philosophy, child-focused policy and capability to actively demonstrate these to staff, clients and stakeholders; maintains a case load and delivers flexible service in a range of modalities in accordance with Interrelate policies and procedures; confidential case management and management of escalated/ complaint matters as required; demonstrates cultural sensitivity

Resource Management: Proactively manages budgets, equipment, assets and contracts to ensure operating results and sustainability of services

Communication: Uses clear and respectful verbal and written communication skills; applies strong interpersonal skills including empathy and emotional intelligence to support clients, stakeholders and colleagues; presents to a range of stakeholder meetings and forums

Development & Innovation: Shares skills and knowledge across the team; identifies skills or performance gaps and training needs; champions and facilitates change management and innovations to progress business achievements

Quality Assurance: Ensures quality of service delivery by monitoring of day-to-day activities of staff against the performance indicators, observation of work performance, line supervision and working together with staff members

Governance & Compliance: Ensures compliance and consistency in application of legislation, funding requirements and all policies and procedures of the organisation. Applies quality and risk management principles to ensure work outcomes are achieved

Professional Conduct: Leads by example and applies sound ethical decision making, operational planning, initiative, and guides others in problem resolution

Community sector knowledge: Collaborates and liaises with key stakeholders including knowledge of complementary service providers and networks in the wider community; develops internal networks and external partnerships.

CORE CAPABILITIES:

Clinical Skills (*Advanced*) - Reviews performance of service delivery staff against recognised standards, providing feedback to aid development

Team Dynamics (*Adept*) - Facilitates the development of positive team dynamics and working relationships by creating an open, honest, constructive and inclusive working environment

Negotiation and Conflict Management (*Advanced*) - Skilled in negotiation, problem solving and conflict resolution with staff and clients, implementing and maintaining systems and processes to manage conflict and disputes

Interpersonal Skills (*Advanced*) - Models emotional intelligence, social awareness and self-management in communication, conflict resolution and difficult conversations; facilitates staff development

Ethics (*Advanced*) - Communicates behavioural expectations which align to the Code of Conduct, modelling behaviour aligned to organisational values

POSITION REQUIREMENTS:

Interrelate employees are required to:

1. Work in collaboration, and network with, key stakeholders and the wider community
2. Understand and comply with all policies and procedures pertaining to the organisation
3. Demonstrate an awareness and commitment to the organisation's Code of Conduct, values, purpose and client centered service delivery
4. Perform other duties consistent with the responsibilities of the position as required by their Manager
5. Follow WHS policies and procedures relating to workers, managers and officers as per Interrelate's WHS policy
6. Understands the principles of equity and diversity in meeting the needs of communities
7. Complete a satisfactory Australian National Police Check and a Qualifications Verification Check
8. Hold clearance of a NSW Working with Children Check, current driver's license, and permission to work in Australia

SELECTION CRITERIA:

1. Relevant tertiary qualifications in behavioural or social science, social work, community services, counselling or psychology, or a related discipline
2. Demonstrated professional experience in **one or more** of the following:
 - a. dispute resolution work with families, including children, and significant familiarity with models of dispute resolution, child-inclusive practice and legally-assisted family dispute resolution, along with accreditation as an FDRP with the Attorney General's Department; **and/or**,
 - b. the provision of individual and/or relationship counselling to couples and families (3+ years preferred) and specific expertise in one or more clinical areas such as: counselling, relationship education, children's services, men's programs, or family law; **and/or**
 - c. early intervention, assessment, case management and therapeutic support to children and young people experiencing risk
3. In-depth knowledge of relevant sectors and Federal and State legislation
4. Strong commitment to, and the ability to lead staff in, working in the best interests of children as articulated in the Family Law Act 1975, in the United Nations Convention on the Rights of the Child, and in accordance with the Royal Commission into the Institutional Responses into Child Sexual Abuse Ten Child Safe Standards

5. Demonstrated, relevant management experience and a proven track record of clinical and line supervision and support to multidisciplinary teams working with families, children and young people experiencing challenges
6. Highly developed interpersonal, conflict resolution, negotiation and communication skills
7. Proven knowledge of child development, child protection, mandatory reporting, suicide prevention/ intervention, trauma and family violence issues
8. Demonstrated experience in meeting performance indicators and organisational compliance requirements
9. Demonstrated experience in staff recruitment and development; client centred service design and delivery; program evaluation and reporting
10. Experience in establishing community links and contacts for the purpose of developing and promoting strategic partnerships