

## POSITION DESCRIPTION

<b>Position Number:</b>	1014
<b>Position Title:</b>	Practice Leader
<b>Position Type:</b>	Permanent (Full-time) or (Part time)
<b>Positions Level:</b>	SCHADS 6 (Dependant on skills and experience)
<b>Location:</b>	Darwin/Alice Springs
<b>Responsible To:</b>	Director Practice Quality

### About Relationships Australia Northern Territory

Relationships Australia Northern Territory (RA-NT) is a community-based, not-for-profit, non-government organisation providing a broad range of services, which are for all members of the community regardless of religion, belief, age, gender, sexual orientation, lifestyle choice, cultural background or economic circumstances.

Our clients are often dealing with complex and sensitive situations so we look for employees who are understanding, knowledgeable and genuinely care about the wellbeing of others.

### Purpose

We empower individuals, families, and communities to grow through a rich culture of belonging, connection, and respectful relationships.

### Values

Fostering an organisational culture that embodies the following values is at the heart of how we operate at RA-NT:

<b>Value</b>	<b>This means:</b>
<b>Listen with compassion</b>	We care deeply for each other and our clients. We are committed to listening with curiosity and empathy, and to providing a space for people to feel safe and supported.
<b>Work together with respect</b>	Relationships and the way we connect with each other are our lifeblood and are core to building each other up and working towards growth and healing.
<b>Celebrate difference And promote fairness</b>	We embrace diversity and prioritise inclusion, equity and self-determination. We are strong in our commitment to social justice across ages, gender, Cultural and financial differences.
<b>Strive for quality And trust</b>	We value honesty and truth, and we do what we say we will do with a commitment to quality and professionalism. We are always learning about our clients, ourselves and best practice, to deliver the best services and programs that we can.

## **Position Statement**

This position will provide clinical leadership of staff who provide counselling services across the dynamic of individual, family and relationships. Integral to the position is to promote client wellbeing and safety through ensuring ethical, and evidence based best practice is adhered to.

The position is also responsible for ensuring professional development and clinical supervision is provided to RA-NT counsellors in accordance with professional and contractual obligations. The position collaborates with members of the RA-NT Practice Quality Leadership group and the broader Management team.

This position will contribute to supervision and consultation relating to practice across the organisation, and demonstrate leadership through continuous improvement initiative.

The position works to ensure that RA-NT has a brand and reputation for best practice in the implementation, supervision and development of therapeutic services.

## **Key Accountabilities and Deliverables**

### **Practice and development:**

- Assess RA-NT current standard and practice to identify and develop a comprehensive set of competencies for counselling services, ensuring that competencies adequately cover all aspects of counselling practice – including individual, family, and relationship services.
- Create and implement continuous improvement processes, and frameworks to ensure best practices are consistently used in all counselling services.
- Manage and conduct portfolio analysis of counselling services, including the tracking of program requirements, Key Performance Indicators (KPIs) internally, and per funding obligations.
- Continuously ensure that services and programs relate to current and future client needs, are fit for purpose, and aligned to RA-NT's organisational strategy and objectives.
- Be the main point of contact for counselling staff on client-related matters, offering support, guidance, and interventions for complex cases.
- Evaluate and improve upon current client feedback mechanisms, ensuring a client voice is incorporated into program planning and service delivery.
- Actively participate in team meetings and staff supervision, fostering collaboration and contributing effectively to a multi-disciplinary team environment.
- Foster and support a culture of quality service across Counselling services.
- Liaise effectively with other RA-NT staff and external service providers, who may concurrently be assisting the counselling clients, including making appropriate referrals and facilitating case coordination where required, to ensure client needs are met.
- In collaboration with the Director Practice Quality, train/seek training opportunities and mentor new and existing Counselors.
- Maintain a small client load, as and if necessary, per the direction of the Director Practice Quality.

### **Stakeholders and Networking:**

- Promote and support the development of collaborative internal and external stakeholder, and organisational relationships.
- Represent RA-NT positively and promote the programs through professional and community networking, presentations, and other general public relations and promotional activities as required.
- Collaborate with intention across the RA-NT management line, to promote a sense of unity, and positive working relationships across all divisions and functions.
- In conjunction with the Director Practice Quality, participate in the development of new tenders by contributing relevant information, when required.

- Participate in supporting cultural services as a critical function of the RA-NT.

### **Governance, Risk & Compliance:**

- Assist the Director Practice quality to ensure employees are compliant with:
  1. *RA-NT employee organisational policies, and procedures.*
  2. *RA-NT Practice Quality system, processes, and procedures.*
  3. *Relevant Federal, Territory, and local legislation directly relevant to practice, and service delivery.*

### **Qualifications and Experience**

#### Essential

- Tertiary qualification preferably in Social Work, or will consider Psychology, or Counselling equivalent.
- Eligibility for membership of relevant professional association (e.g., AASW, APS, ACA, PACFA).
- Extensive expertise across a range of client services, and with a broad range of counselling practice theory and practice models.
- Proven Clinical/Practice Supervision experience.
- Proven ability to evaluate programs or services to establish continuous improvement mechanisms.
- Demonstrated ability to triage, undertake risk assessments, and provide support to practitioners with complex cases.
- A clear and current understanding of the professional and legal requirements relevant to the practice of the position.
- Demonstrated skill in identifying client centered needs and opportunities for innovation in the practice area, with experience implementing frameworks relative to practice improvement.
- Ability to assess and evaluate client feedback to ensure the client voice is incorporated into program or service deliverables.
- Demonstrated ability to contribute positively to a multi-disciplinary team environment.
- A high level of written and verbal communication skills, as well as good administrative abilities and experience in the use of computer databases for accurate data collection and record keeping.

#### Desirable

- Extensive exposure to or understanding of services relating to children, couples and family therapy.
- Proven experience in developing and maintaining strong stakeholder relationships.

### **Requirements**

- Possession of a current NT (Northern Territory) Driver's License.
- A satisfactory Northern Territory Working with Children Check.
- A satisfactory National Criminal History Check.
- A commitment to RA-NT's Safeguarding Children Practice and Behaviour Guidelines.

***Please note that Position Descriptions are under constant review and may be changed by the Chief Executive Officer, after consultation, at any time.***

## Acknowledgement

I have read, understood and accept the position as documented in this position description.

Employee Name:

Signature:

Date:

<i>Reviewed by:</i>	<i>Human Resources</i>	<i>July 2024</i>
<i>Review due by:</i>	<i>Human Resources</i>	<i>January 2025</i>
<i>Approved by:</i>	<i>Chief Executive Officer</i>	