

## POSITION DESCRIPTION

<b>Position Number</b>	1120
<b>Position Title:</b>	Team Leader - Counselling
<b>Position Type:</b>	Full Time
<b>Positions Level:</b>	SCHADS Level 6
<b>Location:</b>	Darwin
<b>Direct Reports:</b>	Approx 9
<b>Responsible To:</b>	Manager of Counselling

### 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> <i>Listen with compassion</i>	<b>This means:</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.
<i>Work together with respect</i>	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.
<i>Celebrate difference and promote fairness</i>	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.
<i>Strive for quality and trust</i>	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**

The Team Leader Counselling provides leadership and operational oversight to ensure the delivery of high quality, client centred and strengths based counselling services. This role is responsible for promoting and modelling a collaborative, ethical, and clinically sound team environment while ensuring compliance with professional standards and organisational policies.

The position plays a central role in managing clinical risk, overseeing service delivery, and supporting professional development within the counselling team.

## **Key Accountabilities and Deliverables**

### **People, Programs, and Performance**

- Provide leadership for daily operations, fostering a collaborative and professional team culture to ensure high standards of service delivery within the Counselling Team.
- Oversee day to day team logistics, including staff leave management and operational coordination.
- Manage the administrative aspects of the counselling team, ensuring timely and efficient workflow.
- Identify opportunities for service improvement and initiate quality improvement activities within the team.
- Provide clinical risk discussions and support to counsellors, ensuring best practices in risk assessment and intervention.
- Maintain an active caseload and provide clinical oversight for complex cases.
- Arrange and oversee both group and individual supervision for the team, ensuring a structured and supportive approach to professional development.
- Support staff in undertaking risk and safety assessments for clients and counselling sessions.
- Ensure adherence to organisational policies and procedures to maintain safe and ethical service delivery.
- Provide guidance to the counselling team regarding referral pathways and access to additional support services for clients.
- Coordinate internal resources and practitioner involvement in service delivery and projects.
- Ensure accurate and timely records are maintained, following confidentiality and data management requirements.
- Build and maintain effective working relationships with internal teams.
- Work collaboratively with the Counselling and Critical Incident Manager to develop, strengthen, and enhance service delivery models.
- Support the Manager to enforce safeguarding policies, risk assessments, and safety procedures.
- Stay updated on legal, ethical, and regulatory requirements, ensuring compliance.
- Maintain accurate, confidential records and assist the Manager with program reporting.
- Assist the Manager with strategic planning, including Activity Work Plans and new service developments.
- Provide delegated decision-making in the absence of the Manager to support service continuity and risk management
- Contribute to recruitment, onboarding, and mentoring of new team members
- Support change management processes within the team, ensuring smooth implementation of new initiatives or policies.
- Identify and report on emerging service needs and contribute to the development of responsive programs and initiatives.
- Other duties as directed from time to time by the Counselling and Critical Incident Manager.

## Qualifications and Experience

### Essential

- Tertiary qualification in Social Work, Counselling, Psychology or another relevant qualification.
- Significant proven experience and background in the provision of counselling services.
- Proven experience in motivating and encouraging a successful team collaboration.
- Demonstrated ability to problem solve, and manage competing priorities, whilst ensuring clients are kept safe and at the centre of service delivery.
- Working knowledge of a strengths-based approach, both within practice, and the organisation.
- Proven experience in actively developing, fostering, and maintaining strong whole of organisation relationships.
- Ability to encourage the development of individual staff and identify opportunities for growth.
- Demonstrated ability to contribute to Key Performance Indicators (KPIs).
- Working knowledge of general risk management principles, both from a people and organisational perspective.
- Demonstrated knowledge of theory and experience in trauma-informed counselling.
- Proven experience in developing and maintaining strong (working) stakeholder relationships.

### Desirable

- Leadership experience.
- Exposure to the Not-for-Profit sector.

### Requirements

- A satisfactory Northern Territory working with children check (Ochre Card).
- A valid NT Drivers License
- A satisfactory national criminal history check.
- A commitment to our Safeguarding Children Practice and Behaviour Guidelines.

### Acknowledgement

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

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

Employee Name (Please Print):

Date:

Reviewed by:	Human Resources	March 2025
Review due by:	Human Resources	January 2026
Approved by:	Chief Executive Officer	March 2025