



POSITION DESCRIPTION

TITLE	Team Leader – Workforce
FUNCTION	Service Delivery
REPORTS TO	Head of Service Delivery
TERMS	<ul style="list-style-type: none">• This role is covered by the Social, Community, Home Care and Disability Services Industry Award 2010• This role is appointed at Level 8, unless by exception• This role may be appointed under contract or permanent arrangements• This role may be appointed full-time or part-time
LOCATION	Australian Centre for Grief and Bereavement office, offsite, as agreed

PURPOSE

Organisation purpose

Australian Centre for Grief and Bereavement is an independent, not-for-profit organisation working to better prepare Australians for grief and to be a guiding voice through it. Our mission is to support grieving Australians through advocacy, evidence-informed practice and education.

Function purpose

The Service Delivery function supports the organisation's core purpose by providing specialist interventions to those experiencing grief and bereavement, and evidence-informed education, training and research.

Role purpose

The role of Team Leader – Workforce exists to lead a team of professionals in the delivery of specialist grief interventions, education, and training.

The role is also specifically responsible for oversight and management of Workforce, and as a member of the Service Delivery leadership team, directly supports the Head of Service Delivery in the achievement of the Function Purpose and associated key performance measures.

KEY RESPONSIBILITIES

Leadership of Team

- Lead a team of professionals in the delivery of best-practice counselling and support to those experiencing grief and bereavement, and in the delivery of evidence-based education and training
- Where relevant, directly engage in the delivery of best-practice counselling and support, and evidence-based education and training
- Oversee the delivery of internal and external supervision activity
- Oversee the development of evidence-informed grief and bereavement resources and materials
- Support the development and delivery of education and training activities
- Ensure that client intake processes, notes and reporting are conducted in a timely manner, ensuring attention to detail, thoroughness, and accuracy of team members
- Liaise with relevant organisations to provide a multi-agency response for clients where other therapeutic interventions are clinically required
- Ensure the implementation and compliance with the national clinical governance framework and the relevant policies and procedures
- Maintain and develop effective working relationships with relevant referral sources, bereavement support agencies and groups, including health and emergency service personnel
- Deliver continued quality improvement for all activities and processes
- Work collaboratively and effectively with internal and external stakeholders
- Be an active champion of the Social Contract, diversity, and inclusivity programs

Leadership of Function

- As a member of the Service Delivery leadership team, contribute to the leadership of the function, with specific responsibility for the management of Workforce, including:
 - oversight of practitioners, associates, interns, volunteers, and student placements
 - clinical supervision (internal)
 - oversight and management of the Central Coast PHN project
 - oversight and management of group support programs
 - oversight and management of the Grief Australia Telephone Service
 - oversight and management of stakeholder/consumer engagement, as it relates to Rainbow Tick and the Reconciliation Action Plan
- Support the Head of Service Delivery with all relevant aspects that are critical to the achievement of the Function Purpose and associated key performance measures

KEY CHALLENGES

- Managing the competing demands of leading a team of direct reports in the delivery of specialist interventions, education, training, and research activities, with the responsibilities of being a member of the Service Delivery leadership team, including specific responsibility for the management of Workforce
- Maintaining effective internal and external working relationships
- Identifying opportunities for continuous improvement in all aspects of the role
- Achievement of key performance measures

KEY RELATIONSHIPS

Internal

- Head of Service Delivery, fellow Team Leaders, direct reports and other Service Delivery team colleagues, Corporate Services and Business Development team members as required

External

- Clients, individuals, organisations, and communities involved in capacity-building activities and strategic/priority programs, professional associations, industry bodies, and other relevant organisations

SKILLS AND QUALIFICATIONS

Required

- Certified Bereavement Practitioner (CBP) or eligibility for CPB by way of experience
- Relevant tertiary qualifications and eligibility for clinical registration with the Psychotherapy and Counselling Federation of Australia (PACFA), Australian Association of Social Workers (AASW), Australian Psychology Society (APS), the Australian Counsellors Association (ACA) or Australian Health Practitioner Regulation Agency (AHPRA)
- An industry-recognised qualification in clinical supervision
- Practising counsellor in grief and loss, including extensive skills in counselling adults, young people, children and families experiencing complex bereavement
- Demonstrated leadership experience in a healthcare/community support environment with specific experience in delivering high-quality counselling services
- Experience in leading teams undertaking grief and bereavement service delivery and training/education in the healthcare sector, including internal and external supervision
- Knowledge and experience working with Feedback Informed Treatment (FIT)
- High-level program management skills, preferably in the management of health support systems, including technology platforms, databases, or similar
- Comprehensive understanding of grief and bereavement literature and evidence-based practice
- High-level interpersonal and communication skills
- Ability to work independently and as part of a collaborative team
- Ability to maintain accurate and timely records

Desired

- Completion of the TAE40116 Certificate IV in Training and Assessment