

Job Description

Title:	Manager of Counselling and Support Services
FTE:	1.0 (hours negotiable)
Location:	Suite 2/109 Whitehorse Road, Blackburn VIC 3130
Salary package:	An attractive salary package plus packaging benefits will be negotiated

ORGANISATIONAL ENVIRONMENT

Road Trauma Support Services Victoria (RTSSV) is a not-for-profit organisation contributing to the safety and wellbeing of road and transportation users. We provide counselling and support to people affected by transport trauma and address the attitudes and behaviours of road users through education.

In working to deliver our purpose, we provide free, professional face-to-face and telephone counselling services across Victoria to people who have been affected directly or indirectly by a transport incident including; bereaved family members, witnesses, drivers, first-on-scene, emergency service personnel, families and friends.

Through active engagement with people who have personal experience of a transport incident, and the effects they have on theirs and others lives, we also offer other support options including peer support activity groups.

In addition to counselling and support, RTSSV delivers a range of education programs addressing the behaviours and attitudes of drivers in order to reduce the incidence of crashes, injuries and fatalities and the associated trauma and grief.

We are the only service of our kind in Victoria. Services are provided from our office located in Blackburn.

RTSSV is an incorporated, non-profit organisation. Additional information about RTSSV and our role in the community can be obtained by visiting our website at www.rtssv.org.au

Reports to:	Chief Executive Officer
Internal contacts:	Volunteers and staff Clients and their representatives Other mental health service providers
External contact:	Accident prevention and road trauma partners (The Transport Accident Commission, Victorian Police and VicRoads) Funding bodies

DIMENSIONS/DELEGATION

Number of direct/indirect reports: Currently three with an expected increase across the state.

Budget responsibility: In conjunction with CEO responsible for the counselling and support services budget

RESPONSIBILITIES AND ACCOUNTABILITIES

1. Service innovation and delivery

- Develop and maintain a client centred, evidence-based counselling and support service
- Develop and oversee innovative and effective support options for clients including but not limited to, peer support and group work
- Develop and maintain all relevant databases and records required to perform the role and the service
- Maintain a small client caseload

2. Team leadership

- Lead a team of counsellors including yearly staff appraisals, individual and group supervision, and debriefing
- Provide relevant education and training to volunteers, facilitators and other community groups

3. Service management and reporting

- Develop, monitor and report on the implementation of the program's annual business and operating plans and budget
- Accurately monitor, evaluate and report on all aspects of the counselling and support services program ensuring relevant standards and best practices are adhered to
- Prepare reports as required for Board and funding partners

4. Stakeholder liaison

- Develop and foster collaborative working relationships with organisations working within the trauma, grief and road safety fields
- Represent RTSSV at events and conduct presentations at selected engagements as required
- Support fundraising activities initiated by RTSSV or partners on behalf of RTSSV as required

5. RTSSV leadership

- Serve as a member of the leadership team and contribute to the wider objectives and goals of the organisation
- Contribute to the development and content enhancement of RTSSV's educational programs including presentations to offenders, community groups, businesses, and emergency services
- Involvement in the development and implementation of RTSSV's strategic plan and actively contribute to the achievement of organisational goals
- Assist the CEO as directed in line with delivery of organisational goals and targets

KEY SELECTION CRITERIA

ESSENTIAL

- Qualifications in Social Work or Psychology, or another related relevant qualification.
- With a minimum of five-years direct practice, and demonstrated experience working as a practitioner in the areas of trauma and grief
- Demonstrated knowledge of trauma and grief and recovery approaches to intervention.
- Established leadership skills, with experience leading and managing a team by inspiring confidence in and displaying behaviours in accordance with the organisation's values.
- Proficient computer literacy skills
- Demonstrated experience in clinical supervision
- Excellent interpersonal skills and the ability to build and develop effective working relationships.
- Ability to develop strong professional relationships; internally and externally
- Excellent organisational, interpersonal and communication skills, including:
 - Interviewing and counselling skills
 - Writing skills – reports, correspondence, case notes, records entry
 - Oral skills – liaison, consultation, negotiation, telephone
 - Advocacy skills
- Networking skills
- Experience in public speaking and presentations would be considered an advantage

ABOUT YOU

- You treat others with dignity and respect; You encourage and cooperate with others to achieve common goals; you inspire trust and confidence; and you actively support agreed policies and decisions.
- You aim for optimal outcomes; you are proactive and self-motivated; You see a clear path/goals and you are able to manage time effectively to achieve key outcomes.

REQUIREMENTS FOR THIS ROLE

- Current working with children's check
- Police check
- Current Victorian driver's license