

Position Description

| Position Details | |
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| Title: | Regional Manager, South East |
| Grade: | Level 7, SCHADS Award |
| Employment status: | Full time |
| Reports to: | Executive Manager, Clinical Practice and Outcomes |
| Principal Location: | Frankston Branch (White St Mall, Frankston) |
| Position Purpose: | To manage the delivery and ongoing development of Relationship Matters' services in the region; including Family and Relationship Services, Family Law Counselling, Mental Health services and internships. To provide assistance with the Employee Assistance Program (EAP) and our diverse range of psycho-educational group programs, as well as Critical Incident responses to external organisations as directed. |
| Organisation Overview | |

Relationship Matters is a not-for-profit organisation that aims to promote healthy, respectful and fulfilling relationships within the Victorian community.

We provide a range of relationship services including:

- Individual counselling
- Relationship counselling
- Family therapy
- Relationship learning services
- Family dispute resolution and mediation
- Family Violence Prevention Programs
- VicRoad Safe Driving Program

At Relationship Matters, we also recognise that work and life are intimately connected and we offer all of our staff access to regular supervision and an external Employee Assistance Program (EAP). We also provide Workplace Services directly to employers, including education, EAP and Critical Incident Responses.

Relationship Matters has been supporting the community through counselling and education for over 72 years and was established and supported by the Anglican Diocese over the years. Relationship Matters has a long history in marriage guidance and relationship counselling in Australia and is very proud to support marriage equality.

Relationship Matters recognises relationships in all their diversity and our services are offered to individuals, couples and families regardless of sexual orientation, gender identity, ethnicity, religion, ability or socio-economic circumstance.

Major Responsibilities

Program Management

- Provide leadership to regional staff, and site management of the Frankston Branch and satellite sites
- Manage direct reports (including regular line supervision and clinical supervision as appropriate), to ensure practice meets or exceeds legal, regulatory and organisational requirements
- Ensure evidence informed practice and continuous quality improvement, maintaining an awareness of practice standards and community trends and needs
- Promote safe, inclusive and flexible service delivery and manage first responses to client feedback
- Contribute to service work plans, recruitment, budget development and administration, ensuring all revenue targets are met and expenditure is as per the delegation of authority
- Coordinate regional support of student placements and workforce development
- Participate in relevant managers' meetings and supervision
- Undertake additional duties as directed by management in accordance with grade

Counselling for Individuals / Couples / Families

- Evidence based intake, assessment and counselling
- Professional and ethical management of client case load
 - Provision of one evening shift per week
 - Maintain a counselling case load \geq three hours direct time per week
- Develop and maintain effective relationships with local organisations and referring agencies
- Active commitment to professional development, case presentations, peer support and supervision
- Co-facilitate safe and timely psycho-educational group programs, in consultation with the Coordinator Family Relationships; and EAP services in consultation with the Workplace Service Manager
- Primary consultation with organisations where a critical incident has occurred, followed by intervention on-site or other venues as arranged with affected employees
- Identify and follow up risk issues as required, including internal/external referrals as relevant

Data Collection, Administration and Reporting

- Client record management and information sharing complies with legal, regulatory, organisational and funding body requirements
- Ensure every interaction pertaining to each client is well documented within specified timeframes
- Actively explore evaluation opportunities and assist in program review and evaluations
- Service quality data is collated and analysed, with reports on program delivery, client feedback, outcomes, risks and trends provided as required, including tenders, work plans and correspondence
- Promote a positive image of Relationship Matters, build and maintain effective working relationships within the legal and community sector, and participate in marketing activities as appropriate

Continuous Quality Improvement

- Use current organisational/program tools and templates as available on the intranet
- Maintain collective responsibility to ensure the Policies, Procedures, tools and templates remain evidence informed, fit for purpose and used accordingly, in consultation with the Executive Manager Clinical Practice and Outcomes

Workplace Health and Safety

- Comply with relevant legislation and organisational practices regarding workplace health, safety and environmental responsibility
- Participate in training, drills and procedures as directed
- Take reasonable steps to prevent risks to health and safety, and report workplace incidents, hazards, accidents and emergencies in a timely manner to the OH&S Representative

Key Selection Criteria

Technical Expertise

- At least three (3) years' experience in counselling (focused psychological strategies)
- At least two (2) years' experience in management or team leadership, with practical computer literacy
- Demonstrated understanding of:
 - client centred practice, child inclusive practice, professional supervision
 - family and relationship counselling, risk assessment and safety planning
 - (highly desirable) the Mental Health Act 2014, the Family Law Act 1975 and FVPA 2008
- Experience working with Aboriginal people, people from CALD backgrounds, people with substance use disorders, children, people who use family violence and/or victim survivors is highly desirable
- Experience in psycho-educational groups, EAP counselling and critical incident responses is desirable

Personal Qualities

- Affinity with Relationship Matters values
- Demonstrated ability to work as part of a team and with autonomy and effective time management
- Generosity of spirit
- Highest ethical and professional standing

Qualifications

- Tertiary qualifications in Psychology, Social Work or Occupational Therapy
- Additional credentials in mental health are highly desirable (e.g. Clin Psych, MHASW, BAMH endorsement)
- Registration with AHPRA (psychologists must have general registration) or AASW

Terms and Conditions

- Salary will be negotiated according to qualifications and experience and in accordance with the Social Community Homecare and Disability Services Award 2020.
- The position is subject to ongoing funding and satisfactory annual performance reviews.
- A six month probationary period applies and will be formally reviewed with key responsibilities and success indicators as outcomes.
- Opportunity to access salary packaging according to Relationship Matters policy.
- Access to Employee Assistance Program.
- As an agency funded partially through the Commonwealth Department Social Services, all employees are required to sign an Oath of Confidentiality.
- Travel to the branches of the organisation, including some direct service provision from these sites and other locations, including travel at short notice.
- Out-of-hours critical incident responses when required.
- A current driver's licence is essential.
- Position is subject to maintaining a Working with Children Check and a satisfactory National Police Check.

Acknowledgements

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| Position: | Regional Manager, South East | | |
| Name: | | | |
| Signature: | | Date: | |
| CEO: | Janet Jukes | | |
| CEO's Signature: | | Date: | |
| Probationary Review: | Six Months | Date: | |