

JOB DESCRIPTION

Job Title:	Clinical Services and Supervision Leader	Reports to:	COO
Approved by:	Board	Date approved:	June 2021

Job Overview	
<p>The Clinical Services and Supervision Leader (CSSL) oversees and supports the delivery of Griefline’s clinical services and volunteer development pathways.</p> <p>The CSSL is responsible for Griefline’s clinical services, training and development of volunteers and employees, and the development and implementation of new support programs.</p> <p>Responsibilities include supervision of counsellors, development and delivery of training programs and professional development sessions, overseeing and support of students on field education placement, and close collaboration with the leadership team on the design, development and implementation of new programs and tools that support Griefline’s strategic direction.</p> <p>This role requires a collaborative working style and creative and innovative thinking.</p>	
Key Accountabilities	Expected Outputs and Measurement
Provision of appropriate levels of supervision and debrief to volunteers, employees and contractors	<ul style="list-style-type: none"> Facilitation of debriefing groups – focusing on caller management techniques and related support tools Duty of care and workplace health and safety requirements met Identification of areas for additional training and development of volunteers and employees
Assist the COO and the CMO in developing and overseeing the long-term business operational strategies that deliver Griefline’s short-term and long-term goals.	Develop, in collaboration with the COO and CMO, an annual operating plan that supports Griefline’s long-term strategy as formulated by the Board.
Working collaboratively with the COO and CMO to ensure a balanced approach to the optimised delivery of Griefline’s objectives, client services, professional development and the market leading delivery of community support for grief and loss.	<ul style="list-style-type: none"> All initiatives align to Griefline’s values and strategic intent Optimise response to client needs Approved by Board
<p>The development, implementation and measurement of Development Pathways for volunteers and employees in line with Griefline’s values and strategic intent, including</p> <ul style="list-style-type: none"> New volunteer training program – content review and updates, and program delivery Professional Development Program <p>Development pathway from volunteer to paid employment</p>	<ul style="list-style-type: none"> Identify trends in help seeker presenting issues to inform training and development program Use industry trends and research to inform and lead volunteer education and Griefline program development in line with help seeker needs Review and update training programs Build internal capability to deliver programs. <p>Diverse volunteer sourcing strategies.</p>
Support and oversee the field education placements for Master of Social Work and Master of Counselling students	<ul style="list-style-type: none"> Maintain and develop close working relationships with training and educational institutions Ensure placement agreements and student numbers are appropriately managed

	<ul style="list-style-type: none"> • Meaningful and relevant work is allocated to placement students, and task supervision provided as needed
Measures effectiveness and efficiency of operational processes both internally and externally in the area of Clinical Services.	Ensuring the organisations standards are met and processes are improved in the most cost-effective manner, in-line with governance guidelines.
Represent Griefline at conventions, seminars and official occasions and liaise with other relevant organisations, within the scope of authority.	Represent the business to the highest standard of ethics at all times, sourcing key information to develop future growth strategies.
Responsible for processing of all data capture in Clinical Services and reporting to provide real time service activity analysis including identification of trends and business opportunities in response to community needs.	<ul style="list-style-type: none"> • Monthly reporting. • Compliance by all volunteers and employee data capture needs. • Proactive trend analysis to develop Clinical Services strategies with Leadership Team for Board consideration and approval.
Perform other functions related to the office of the CSM or as requested by the COO or Board.	Perform expectations to the highest standards of business integrity and personal ethics at all times.

Skills, Experience & Qualifications		
Skills	Experience	Qualifications
<ul style="list-style-type: none"> • Collaboration • Creative and innovation thinking • Ability to work as part of a small team • Excellent verbal and written communication • Ability to manage time efficiently and effectively • Strong attention to detail • Well-developed PC skills (Microsoft Office Suite) 	<p><i>Essential:</i></p> <ul style="list-style-type: none"> • Five+ (5+) years of experience in mental health support field (social work, counselling, psychology) • Two+ (2+) years working in the field of grief and loss or bereavement support <p><i>Desirable:</i></p> <ul style="list-style-type: none"> • Experience in the design and development of training programs • Experience in delivery and facilitation of training programs 	<p>Essential:</p> <ul style="list-style-type: none"> • Post graduate qualifications in Psychology, Counselling, Social work (or equivalent) • Clinical Supervision qualifications