

JOB DESCRIPTION

Job Title:	Clinical Supervisor	Reports to:	COO
Approved by:	Board	Date approved:	July 2021

Job Overview	
<p>The Clinical Supervisor role is responsible for supervision, support and feedback to Griefline’s counsellors and volunteers. Responsibilities include in-shift supervision of counsellors and volunteers, support coaching and feedback to Helpline volunteers regarding policy, practice and procedures and overseeing and support of students on field education placement. This role works in close collaboration with the leadership team on the design, development and implementation of new programs and tools that support Griefline’s strategic direction. This is a part-time contract role, based in Moorabbin VIC</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
Monitor call quality on Helpline and provide feedback and coaching to volunteers	<ul style="list-style-type: none"> • Listen to Helpline calls (real time and recordings) • Provide feedback and coaching to volunteers
Resolve any in-shift issues relating to Helpline and supporting systems	<ul style="list-style-type: none"> • Ensure volunteers are able to access the Helpline remotely and from Griefline Hub • Identify and resolve any issues • Escalate unresolved issues to COO
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.
Support and oversee the field education placements for Master of Social Work and Master of Counselling students	<ul style="list-style-type: none"> • Meaningful and relevant work is allocated to placement students • Task supervision provided as needed
Work collaboratively with Training and Development Lead and COO to develop content for ongoing professional development for volunteers and employees	<ul style="list-style-type: none"> • Share commonly presenting issues and themes from supervision and help seeker presenting issues to inform PD and training and development program

Skills, Experience & Qualifications

Essential

- Ongoing full accreditation under a national health, social work or counselling registration board. Acceptable accrediting bodies include, but are not limited to Australian Health Practitioner Regulation Agency (AHPRA), Australian Counselling Association (ACA) Level 2 or higher, Australian Association of Social Workers (AASW) or Psychotherapy and Counselling Federation of Australia (Clinical Member) or APS (Australian Psychological Society)
- Certificate, or accredited professional development, in supervision of counsellors
- Experience in a training or supervisory role
- Demonstrable skills in managing time efficiently
- A clear understanding of reflective practice and debriefing techniques
- Skilled in Microsoft Office Suite and other remote working technologies

Desirable

- Experience in supporting grief and loss and/or Griefline volunteering experience
- Experience mentoring and coaching staff.
- Experience in supporting remote teams.