

## JOB DESCRIPTION

<b>Job Title:</b>	Counsellor Supervisor	<b>Reports to:</b>	COO
<b>Approved by:</b>	Board	<b>Date approved:</b>	July 2021

### Job Overview

The Counsellor Supervisor role is responsible for supervision, coaching, 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 collaboratively with the leadership team to provide input on the content for team and volunteer professional development and development programs.

This is a part-time contract role, based in Moorabbin VIC

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"> <li>• Facilitation of debriefing groups – focusing on caller management techniques and related support tools</li> <li>• Duty of care and workplace health and safety requirements met</li> <li>• Identification of areas for additional training and development of volunteers and employees</li> </ul>
Monitor call quality on Helpline and provide feedback and coaching to volunteers	<ul style="list-style-type: none"> <li>• Listen to Helpline calls (real time and recordings)</li> <li>• Provide feedback and coaching to volunteers</li> </ul>
Resolve any in-shift issues relating to Helpline and supporting systems	<ul style="list-style-type: none"> <li>• Ensure volunteers are able to access the Helpline remotely and from Griefline Hub</li> <li>• Identify and resolve any issues</li> <li>• Escalate unresolved issues to COO</li> </ul>
Support and oversee the field education placements for Master of Social Work and Master of Counselling students	<ul style="list-style-type: none"> <li>• Meaningful and relevant work is allocated to placement students</li> <li>• Task supervision and coaching provided as needed</li> </ul>
Work collaboratively with COO to develop content for ongoing professional development for volunteers and employees	<ul style="list-style-type: none"> <li>• Share commonly presenting issues and themes from supervision and help seeker presenting issues to inform PD and training and development program</li> </ul>

## 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)
- Demonstrated ability to provide supervision to established volunteer counselling staff with a broad range of skills and frameworks
- Demonstrated ability to work positively in a team to promote and model collaborative and respectful relationships.
- Demonstrated skills and experience in group and individual supervision
- A clear understanding of reflective practice and debriefing techniques
- Skilled in Microsoft Office Suite and other remote working technologies
- High integrity and reliability

### *Desirable*

- Endorsed as a Supervisor with AHPRA, PACFA, ACA or AAFT
- Experience in supporting grief and loss and/or Griefline volunteering experience
- Experience mentoring and coaching staff.
- Experience in supporting remote teams.