

**POSITION DESCRIPTION**

<b>JOB TITLE</b>	Therapeutic Services Manager
<b>STATUS</b>	Full-time – 38 hours per week
<b>LOCATION</b>	North or North West Tasmania (Burnie, Devonport or Launceston)
<b>DATE</b>	March 2024
<b>REPORTS TO</b>	Chief Executive Officer
<b>AWARD</b>	Social, Community, Home Care and Disability Services Industry Award 2010, Level 8

**ABOUT LAUREL HOUSE**

Laurel House provides a range of trauma-informed, evidence based, therapeutic services to victim-survivors of sexual assault (of all ages), their families and supporters. We also develop and deliver a broad range of programs to adults, young people and children including the provision of therapeutic face-to-face counselling at our centres located at Launceston, Devonport and Burnie and through outreach locations across the North and North West Tasmania. Laurel House is partnering with the Tasmanian Government in the delivery of the North and North West Arch centres (multidisciplinary centres) for victim-survivors of sexual harm. Laurel House delivers the PAST (Prevention, Assessment, Support and Treatment) Program for children and young people (aged 17 years and under) who have displayed harmful sexual behaviours in North and North West Tasmania. Our team also provides community education and other capacity building programs focused on the prevention of sexual harm and on supporting parents, carers and service providers to better respond to disclosures of sexual violence.

**PURPOSE OF THE ROLE**

The Therapeutic Services Manager reports directly to the CEO, and works collaboratively as part of the Senior Leadership Team to ensure the delivery of quality services to victim-survivors, children and young people who have used harmful sexual behaviours, their families and supporters, and others affected by sexual harm. The position has carriage of initiatives within Laurel House’s key strategic objectives, including efforts focused on delivering inclusive and accessible support, amplifying the diverse voices of victim-survivors, partnering to create impact and building a valued and trauma informed organisation. The position operates under limited direction to lead, manage and administer the various functions performed by Laurel House’s Therapeutic Practice Team, in compliance with the Laurel House Clinical Governance Policy Framework.

**KEY RESPONSIBILITIES AND ACCOUNTABILITIES**

*Leadership and Management:*

- Coordinate, manage and lead safe, professional and accessible therapeutic services across North and North West Tasmania including services and supports to victim-survivors of sexual harm, children and young people who have used harmful sexual behaviours, their families and supporters, and others affected by sexual harm.
- Provide line management and leadership to Senior Counsellors.
- Lead recruitment, onboarding, and induction of therapeutic counsellors.
- Collaborate with staff across the organisation to achieve objectives.

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- Lead and contribute to meetings and staff training.
- Oversee the coordination of student placements within the Therapeutic Practice Team.
- Oversee the management of leave for the Therapeutic Practice Team in conjunction with Senior Counsellors.

### *Stakeholder Engagement and Partnership:*

- Liaise, network, and maintain partnerships with other organisations and agencies.
- Promote and publicise therapeutic services among relevant agencies, referrers, clients, and potential clients.
- Work collaboratively with Senior Managers from Sexual Assault Support Services and the Arch Centres in relation to the delivery of statewide consistency of specialist sexual violence crisis, therapeutic services and harmful sexual behaviour services.
- Represent the organisation as required.

### *Clinical Governance and Quality Assurance and Compliance:*

- Ensure service delivery adheres to best practice guidelines, ethical frameworks, and regulatory requirements.
- Ensure appropriate record-keeping systems and adherence to privacy and confidentiality requirements.
- Actively manage psychosocial risks within the therapeutic practice team.
- Attend Clinical Governance Subcommittee Meetings and provide relevant operational input, including developing papers and data for consideration of the subcommittee and board.

### *Service Development and Continuous Improvement:*

- Drive continuous improvement within the therapeutic practice team including ensuring high quality professional supervision.
- Develop and expand service provision in alignment with Laurel House's Strategic and Operational plans.
- Monitor and evaluate service outcomes and prepare statistics monthly.
- Actively lead and participate in organisational quality improvement initiatives.

### *Financial Management:*

- Ensure budgets are adhered to and funded projects are provided in line with agreements.
- Work with the CEO and Operations Manager to develop annual budgets.
- Approve expenditure in line with delegations policy.

### *Ethical Practice and Child Protection:*

- Act ethically towards all clients, especially children.
- Ensure the safety and wellbeing of children is protected at all times.
- Investigate and appropriately deal with client complaints and reports of reportable conduct by therapeutic services staff.
- Undertake other duties/projects as directed by the Chief Executive Officer.

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### PERSONAL QUALITIES AND ATTRIBUTES

- Consistently approachable, friendly and supportive manner.
- High standard of ethics and integrity which inspires trust and confidence.
- High level emotional intelligence and interpersonal skills.
- Demonstrated commitment to lead within a trauma-informed framework and to building a positive and supportive workplace culture.
- Ability to build and maintain collaborative relationships.
- Commitment to professional learning, reflective practice and continuous improvement of self and team.
- Ability to employ sound judgement and decision making amongst competing demands.
- Ability to show initiative in planning and developing new ideas and approaches.
- Demonstrated resilience and exceptional flexibility and adaptability to meet the diverse and changing needs of the organisation.

### SELECTION CRITERIA

The nominated position objective and duties contained in this position description must also be used to assist in the interpretation of these selection criteria.

#### Essential Criteria

1. Experience leading a multidisciplinary therapeutic team including being accountable for day-to-day operations, meeting team performance goals, recruitment and selection, performance management, coaching and development of employees, and service development.
2. High level theoretical understanding, clinical knowledge and expertise, and an intersectional approach to therapeutic practice.
3. High level project management, problem solving and negotiation skills, with the ability to identify issues and make recommendations, alongside high-level organisational skills and the proven capacity to take on and deliver on multiple and varied projects.
4. Highly effective interpersonal, relationship management and negotiation skills and the ability to transform strategic concepts into practical outcomes.
5. Proven very high level of written and verbal communication skills, including the research and analytical skills, competency in writing of guidelines, policies and procedures, and demonstrated report and submission writing skills.
6. Evidence of knowledge of Tasmanian and Federal legislation/regulation and national quality standards pertaining to sexual assault, family violence, child safety and wellbeing and related legislation.

#### Desirable Criteria

1. Experience in a not-for-profit community-based organisation.
2. Lived experience of sexual harm or experience working with victim-survivors of sexual assault.
3. Lived experience of cultural, linguistic or religious diversity, and or other intersectional experiences of inequality or oppression.

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### OTHER POSITION REQUIREMENTS

- Must hold qualifications in counselling, psychology or social work, or related allied health qualification, with eligibility for membership of the relevant professional association (APS, AASW or PACFA), or related allied health qualification.
- Must hold Australian citizenship, be a permanent resident of Australia or possess a relevant temporary visa with permission to work rights.
- A current Working with Vulnerable People Card.
- A satisfactory National Police Certificate.
- Current driver's licence.
- Regular intrastate travel will be required to fulfill the duties of this role.

This job description serves to illustrate the scope and responsibilities of the position and is not intended to be an exhaustive list of duties. You will be expected to perform other job-related tasks as requested by your supervisor and as necessitated by the development of this role and the development of the business.

### LAUREL HOUSE'S COMMITMENT TO DIVERSITY

Laurel House values the expertise, lived experience and cultural wisdom of Aboriginal and Torres Strait Islander, LGBTIQ+, migrant, culturally and linguistically diverse, and people with disability. Applicants from these groups are strongly encouraged to apply, as are people with parenting or caring responsibilities.

### STATEMENT OF COMMITMENT TO THE SAFETY OF CHILDREN AND YOUNG PEOPLE

Laurel House is a Child and Youth Safe Organisation. We have a zero tolerance for child abuse and have systems to protect children and young people from abuse. We take all allegations and concerns very seriously and respond to them consistently in line with our policies and procedures. We actively work to listen to and empower children and to providing an inclusive and safe environment for all your people. In particular, we are committed to promoting cultural safety and to ensuring that the diverse needs of children and young people are met.

### POSITION DESCRIPTION APPROVAL

Kathryn Fordyce  
Chief Executive Officer  
Date: March 2024