

POSITION DETAILS

Program / Unit:	Service Delivery	Employment Status:	Permanent Full-Time
Location:	Central QLD	Reports To:	General Manager: Service Delivery
Classification:	Contract		

PURPOSE OF THE POSITION

Work in conjunction with the relevant line managers to provide professional practice supervision to staff by creating a forum for reflection to monitor ethical and professional conduct toward the provision of a quality service and better practice.

POSITION RESPONSIBILITIES

Key Accountabilities	Key Activities
Provide Professional Practice Supervision to all service delivery staff	<ul style="list-style-type: none"> Creates a professional holding environment for staff in which they can feel “contained” to discuss fears, doubts, triumphs, inadequacies and ambivalences in order to ethically explore their capacity to grow as a practitioner. Focuses on experiential learning through a continuous cycle of reflective practice, feedback, review and refinement. Creates a learning relationship in a safe environment that is both supportive and challenging. Coaches and teaches service delivery staff content related to their work using a variety of teaching/coaching methods. Monitors professional and ethical issues by confronting poor practice and reviewing conduct standards. Provides practice performance enhancing feedback through mutual reviews, discussion, criteria for practice improvement and coaching. Consults with staff regarding participant dynamics, interventions/strategies used, the participant-worker relationship and matters of transference/ counter-transference and parallel process.
Implementation of the Practice Framework	<ul style="list-style-type: none"> Guides the work of practitioners in alignment with AnglicareCQ’s Practice Framework and develops supervision resources that reflect our purpose, values, domains, principles and practice approach. Works with the service delivery leaders to utilise platforms to develop practice in accordance with the framework.
Capacity Building	<ul style="list-style-type: none"> Facilitates and supports the personal and professional development of service delivery staff with an emphasis on the capabilities specified within our Practice Framework – leadership, innovation, initiative & creativity, partnerships & collaboration, integration and professional practice. Assists with the development of a resilient, participant focused and productive

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	<p>workforce.</p> <ul style="list-style-type: none"> Emphasises the balance between participant focus and the practitioner’s own self care and develops strategies with the staff person to maximise their effectiveness and wellbeing. Provides training (eg. workshops) for service delivery leaders to develop their support of staff in one on one’s and debriefing sessions. Provides training (eg. workshops, online resources, webinars, workbooks, etc.) for all staff that incorporates and emphasises themes such as – ethical practice, self care, resilience and the benefits of peer supervision.
<p>Continuous Improvement</p>	<ul style="list-style-type: none"> Links with the General Manager – Service Delivery (and Continuous Improvement Coordinator) regarding continuous improvement activities relevant to the development of the Psychologist role, associated documentation, workshops and delivery of support services to staff. Reflects an ongoing commitment to Anglicare’s Continuous Improvement Framework and contributes with associated continuous improvement activities such as document development, recordkeeping and internal auditing.
<p>Teamwork/ Participation</p>	<ul style="list-style-type: none"> Contributes to effective teamwork by becoming and remaining informed of all aspects of the different roles of team members, offering pro-active assistance and working collaboratively to assist in the delivery of quality services. Contributes effectively as a team member, in an environment where tight deadlines and conflicting priorities are a regular feature of the work. Contributes as a pro-active and effective team member offering assistance. Attends and actively participates in team and Centre meetings. Supports and adheres to relevant AnglicareCQ policies and procedures. Displays a commitment to work within the philosophy of AnglicareCQ. Supports and contributes to the development and maintenance of a healthy, creative and supportive working environment.
<p>Resource Management</p>	<ul style="list-style-type: none"> Provides effective support to service delivery by undertaking administrative activities, ensuring that relevant policies and procedures associated with information management, records management and other resource management issues are followed. Shares information and knowledge in relation to resource availability. Plans and negotiates the use of existing resources.
<p>Partnerships</p>	<ul style="list-style-type: none"> Demonstrates a client focus and acts ethically through the support of staff. Forging strong partnerships and networks with internal and external stakeholders to ensure the achievement of optimal program and inter-program outcomes for both AnglicareCQ and participants.

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Learning and Professional Development	<ul style="list-style-type: none"> • Ensures ongoing professional development by attending and participating in training opportunities as identified within the performance development and review process. • Participates in regular supervision with line manager.
Organisational Development	<ul style="list-style-type: none"> • Displays commitment to work within the philosophy of AnglicareCQ. • Contributes to the development and implementation of flexible, responsive, cost effective and high quality services. • Contributes to the development and implementation of service and organisational policies and procedures, strategic and operational plan, and budget. • Utilises organisational administrative processes, systems and technology in an efficient and effective manner. • Contributes to the development and maintenance of a healthy, creative and supportive working environment. • Demonstrates high regard for risk management, workplace health & safety issues and the physical and emotional well being of clients, co-workers and all visitors of the workplace.

SELECTION CRITERIA

Mandatory requirement/s:

Registered Psychologist with Australian Psychology Accreditation Council. Previous experience providing staff professional supervision is highly desirable along with exposure to the community service sector.

Selection Criteria:

1. Demonstrated understanding of the community services related sector and the support needs of staff.
2. Highly developed verbal and written communication and interpersonal skills – including group facilitation and training.
3. Demonstrated ability to provide professional supervision to individuals and small groups of staff
4. Ability to develop and guide practice using creative and innovative supervision and training platforms.
5. Understanding of the relevant laws and legislation applicable to the community services sector..

OTHER REQUIREMENTS

- Must hold a current Queensland Open Driver's licence or licence recognised by Australian laws
- Must have proof of current eligibility to work in Australia (visa holders)
- Successful completion of a six (6) month minimum employment period (probation) in accordance with AnglicareCQ's policies and procedures
- Any employment 'suitability checks' (as required for the position).
- Ability to travel.
- This Position Description should be read in conjunction with the AnglicareCQ Personal Attributes Matrix (Appendix 1).