



POSITION DESCRIPTION

POSITION DETAILS

Local Title	Practice Leader – Therapeutic and Trauma Informed Services
Position Number	OLG 05
Classification FTE & Duration	EFT 1 Full-time, ongoing
Responsible to	Chief Executive Officer
Qualifications	A degree in behavioural or social sciences (psychology or social work) from a recognised tertiary institution
Location	140 Langtree Avenue, Mildura

ORGANISATIONAL CONTEXT

MASP is a not-for-profit community-based organisation with a long history of service provision to disadvantaged and vulnerable members of our community.

MASP delivers a range of services to children, youth, families and people with a disability. We focus on outcomes for our clients and seek therapeutic models of care and a trauma-informed approach.

We seek to be the benchmark organisation by which others model themselves.

Further details about MASP can be found on MASP's website www.masp.org.au.

SYSTEMS LEADERSHIP

MASP's organisational design is underpinned by a systems leadership model of integrated management practices. We leverage from the skills, knowledge and experience of each other so that our clients get the best possible services and outcomes.

Although we deliver services through operational teams, we consider silos to be counter-productive to the needs of our clients and our organisation. Systems leadership provides us with the tools to provide wrap-around services for clients through a shared-vision of what is best for them.

We actively seek the input of other systems leaders within our organisation by recognising how and when others can value-add to operational decision making.

POSITION OVERVIEW

This is a specialist role designed to drive systematic change by leading the development and implementation of strategy and policy, provide evidence based therapeutic advice to the organisation and support the consistency of approach of staff and carers through coaching and mentoring.

Primary objectives include:

- Leading, driving and embedding Therapeutic and trauma-informed approaches across the organisation. Key result areas include assessing current service delivery capacity, identifying training requirements, assisting staff, carers and the Clinical Governance Committee with thematic analysis of client behaviours and trends and advising strategies to ensure continuous improvement where possible; coaching and mentoring staff at all levels and Leading the development of strategies that build the capacity of staff to work most effectively with clients that display complex behaviours, and provide support and critical incident debriefing for staff and carers exposed to real or vicarious trauma resulting from work with clients and;
- Implementing strategic change management ensuring a structured approach to improving Therapeutic and Trauma Informed services.

POSITION DUTIES

- Lead the development of and role model an organisation-wide trauma-informed approach that complements the rollout of therapeutic models of service delivery.
- Provide thematic analysis and commentary of client behaviours and trends and advising strategies to ensure continuous improvement where possible
- Lead reflective practice sessions and training for staff and carers as required.
- Provide evidence-based advice to carers and staff at all levels regarding therapeutic needs including but not limited to meeting the developmental, psychological, health and social needs of children and young people in the Out of Home Care System where appropriate.
- Provide strategic advice, coaching and mentoring to staff at all levels, t
- Participate in Care Team meetings, consulting on trauma-informed/therapeutic response and ensuring we best support the emotional, physical and psychological needs of the client.
- Support the development of Emotional/Relational/Behavioural management plans in a therapeutic setting.
- Provide staff at all levels with strategic advice coaching and mentoring with a focus on therapeutic interventions.
- Collaborate in the recruitment and accreditation of carers, and introduce the theories and practices of therapeutic and trauma informed models to new carers during the induction process.

Other duties: The list above is not exhaustive. Occasionally you may be required to undertake tasks outside of these regular duties to support colleagues and share team responsibilities for all aspects of service delivery.

SKILLS AND COMPETENCIES REQUIRED

- Strong understanding of therapeutic and trauma informed practice and delivery of trauma informed services
- Capacity to articulate and relate theory and practice in a training environment and challenge the status quo.
- Significant change management experience and strong interpersonal skills allowing strong engagement with carers, staff at all levels and stake holders.
- Knowledge and experience leading therapeutic and trauma-informed approaches across an entire organisation.
- Demonstrated ability to provide therapeutic leadership, mentoring, coaching and guidance to a range of staff, professionals and stakeholders delivering client care.
- A well-developed understanding of child development, attachment and trauma theories, their relationship to child abuse and neglect, and ability to assist others to understand the implications of these.
- Knowledge and experience delivering a range of appropriate therapeutic interventions to complex client groups.
- Understanding of therapeutic models as they apply to minority groups including Aboriginal people and those from CALD communities.

Personal Attributes

- Inclusiveness – does what is necessary to integrate clients within our community
- Resilience – doesn't look for excuses, but looks for ways
- Client focus – we do what we say we are going to do for clients, even if it means we work harder
- Doer – we need doers at every level, and you set the example in getting the job done
- Innovative – challenges old ways with new ideas and thinking

Capabilities

Community & inter-agency relations

- **Networks and stakeholders** – researches community's needs and concerns and provides community development / education
- **Community** – participates effectively in networks and community meetings to advance agency objectives
- **Partnerships and collaboration** – works collaboratively with other organisations in formal and informal partnerships to achieve client outcomes
- **Knowledge of community** – maintains detailed understanding of current community issues and knowledge of relevant organisations

Professionalism

- **Time management** – manages time and uses tools effectively to assist with planning and organising
- **Ethics** – observes professional boundaries and standards and assists others with ethical dilemmas
- **Taking responsibility** – takes responsibility for work outcomes and assists others to understand role and responsibilities
- **Problem solving** – assists with the resolution of clients' and colleagues' problems
- **Initiative and enterprise** – demonstrates initiative and enterprise and supports others to work more effectively

Communication

- **Advocacy** – advocates for clients and team members to advance their interests
- **Written communication** – writes accurate, clear and informative reports and communications that meet the needs of their intended audience
- **Verbal communication** – articulates clear and respectful messages and information to clients, team members and colleagues
- **Interpersonal skills** – demonstrates appropriate interpersonal skills, active listening, empathy, social awareness and emotional intelligence in verbal communications

Leadership & Teamwork

- **Strategic focus** – contributes to team plans and relates teamwork to strategic objectives
- **Team dynamics** – offers constructive feedback and provides balanced and informed perspectives at team meetings
- **Conflict management** – recognises differences of opinion and works toward the resolution of team conflict
- **Diversity** – builds team spirit and supports team members' development

Service Delivery

- **Reflective practice** – demonstrates reflective and evidence based practice
- **Client confidentiality and dignity** – respects client and team member confidentiality

Program Management & Policy Development

- **Policy development and implementation** – participates in the review and development of policy and utilises policies and procedures to guide work practices.
- **Program Development** – contributes to program objectives, develops and implements simple project plans
- **Achieving results** – ensures clarity of understanding of required work, fulfils program responsibilities and achieves performance targets.

Change and responsiveness

- **Change management** – supports change management and assists others to adapt and adjust to change

Governance and compliance

- **Risk management** – contributes to identification and control of risks and hazards and takes advantage of emerging opportunities.
- **Legislation and compliance** – is aware of relevant legislation and licensing requirements and ensures compliance in work practices.

TERMS AND CONDITIONS

Salary & Conditions

In accordance with the Mallee Accommodation & Support Program Enterprise Agreement 2016. Salary packaging arrangements available.

Probation period

A six-month probationary period will apply.

Police Check & Working With Children Check

Completion of a satisfactory Police Records check and supply of Working with Children check prior to employment. It is the responsibility of the individual to keep their WWCC current.

Driver Licence

Appointee must possess and retain a current Victorian driver licence.

Performance Appraisal

To be carried out by the Chief Executive Officer six months after commencement and thereafter once every twelve months.

Appraisal will be made in regard to this Position Description.

**Responsibility and
Continuous
Improvement**

Take responsibility to become aware of and comply with all relevant MASP policy and procedure instructions. Of particular relevance are those dealing with the MASP Code of Conduct, the Equal Employment Opportunity Policy and requirements for staff to develop cultural competence skills.

Participate in regular supervision and in staff meetings in the interests of maintaining effectiveness and team spirit.

Maintain a commitment to quality outcomes and ways of improving service delivery to clients. Demonstrate a commitment to strive to perform within an optimum continuous improvement framework.

**Training &
Development**

Be prepared to participate in ongoing staff development, attending relevant forums and training as delegated.

**Occupational Health &
Safety Responsibilities**

Ensure that work is carried out in accordance with MASP OH&S requirements and standards in order to prevent work related injuries and illnesses.

Work in a manner which does not willfully or negligently place at risk the health or safety of any person including self.

Comply with all reasonable instructions and procedures and report any potential situation which the employee feels may constitute a hazard to the health and safety of self, other employees, clients or visitors to the agency.

Immediately report any workplace incident, accident or other occurrence which has happened and complete the necessary incident reporting documentation.

**Privacy &
Confidentiality**

Work within the guidelines of MASP's Privacy and Confidentiality policy.

KEY SELECTION CRITERIA

1. Significant experience leading trauma-informed approaches across an organisation, including with staff.
2. Demonstrated success in leading therapeutic models of care.
3. University qualification in psychology, social work or related discipline.
4. Has developed and delivered a range of therapeutic interventions to complex client groups.
5. Can demonstrate improved outcomes for clients from therapeutic interventions.
6. Demonstrated understanding of the theories relating to trauma and attachment.
7. Can select and utilise relevant theoretical frameworks and tools in formulating assessments of children and young people.
8. Experience delivering therapeutic training / workshops to staff across the organisation.

APPLICATIONS

Applications **must** include a covering letter, CV and statement addressing the Key Selection Criteria, which is to be forwarded by the due date to:

Nathan Jilbert
Manager People & Culture
careers@masp.org.au

Applicants are strongly encouraged to discuss the position with the Chief Executive Officer, prior to submitting their application.

POSITION DESCRIPTION APPROVAL

The details contained in this Position Description are an accurate statement of the responsibilities, competencies and other requirements of the above named position.

_____/_____/_____
Chief Executive Officer Date

As the incumbent, I have read and understood the responsibilities, competencies and other requirements as detailed in this document.

_____/_____/_____
Incumbent Date