

Position Description Professional Supervisor

Location:	DVConnect Office Brisbane	Status:	Full Time or Part Time (Monday to Friday)
Reports To:	Head of Clinical Practice	Salary:	Social Community Home Care and Disability Award Level 6

Purpose of the Position

Through the Purpose, Vision and Values of DVConnect the role of the Professional Supervisor (**PS**) is to provide professional supervision and debrief support to the 1800RESPECT telephone counselling team. The PS will encourage reflective practice to support practice improvement; quality; continued professional development; well-being and alignment to best practice standards and caller feedback. The incumbent will work with individual team members using a strengths-based/person centred approach and a focus on the needs of the supervisee by providing guidance, feedback and mentoring to help enhance their skills; improve communication; reflection; sharing ideas and problem solving, whilst creating a safe and secure environment. There may also be times when group work will be provided to assist the leadership team with additional support and development of the counsellors. The role contributes to providing useful insights into practice development for continuous improvement and quality practice and will work collaboratively with the Service Delivery and Clinical teams. This role will maintain knowledge of best practices in the provision of domestic, family and sexual violence support to the community and in providing professional clinical supervision to the teams. At times, this role may be required to support the clinical team with other activities as required.

DVConnect Vision, Purpose & Values

Our Vision: Our aim is for all relationships to be free from domestic, family and sexual violence.

Our Purpose: Creating pathways for a life free from violence and fear.

Our values: - *Integrity; Compassion; Accountability; Respect & Empowerment*

Principles of our Work

DVConnect works from an intersectional feminist framework and we acknowledge the gendered nature of domestic, family and sexual violence. We are committed to working collaboratively as part of the broader system, developing innovative services, and providing robust governance and organisational sustainability to deliver on our vision and purpose.

1800Respect Vision and Values

Vision: to achieve a sustained reduction across the Australian community in the prevalence and impacts of DFSV by improving the first response processes, national sector integration, service reach and responsiveness to diverse groups; by strengthening community engagement, and by continuous enhancement of staff skills and enabling technology solutions, in line with the Service Standards.

Values: *Responsive; Engaged; Specialist; Professional; Excellence in Partnering; Clinical Governance; Technology Innovation*

Main Accountabilities	Expectations
Service Delivery <ul style="list-style-type: none"> • Conduct regular supervision sessions contributing to improved performance, supporting and coaching staff to achieve high quality client services and continued skills development. • Engage, support and motivate staff in their call quality development. • Provide debrief sessions, as needed to staff where practice leaders are not available • Conduct Group Supervision as required • Provide feedback to the Clinical Quality and Training Team, Team Leaders and Service Delivery Manager regarding any trends that may be occurring. • Work closely with the practice leadership team to ensure appropriate levels of support are being provided to the team based on feedback from sessions and provide learning opportunities related to the assessed needs of staff. • Escalate any identified safety concerns to the Service Delivery Manager or Head of Clinical practice where patterns have been identified and supervision have not 	<ul style="list-style-type: none"> • Use supervision methods that provide an environment that is participatory, supportive, safe and improves practice outcomes and worker wellbeing • Supervision sessions are scheduled and conducted with all staff members as required (e.g. conducting minimum 5-6 sessions per day) within relevant timeframes • Working within the framework and boundaries of professional supervision and evidence of providing other referral pathways for staff where required (eg EAP). • Provide opportunities and guidance that enable the transfer of learning into effective practice for staff and their managers • Ensure clear and timely communication of information in an informed and professional manner • Use the appropriate level of confidentiality where personal information is involved • Contribute to making teams effective by striving to enhance practice and build positive relationships • Provide timely and appropriate analysis and feedback to leaders as required (within confidentiality requirements) to progress and support needs

<p>been able to adequately contribute to improvement in the identified areas.</p> <ul style="list-style-type: none"> • Undertake as and when required any additional tasks and responsibilities to support the wider team. 	<ul style="list-style-type: none"> • Team Leaders are provided with comprehensive and valid information to address any identified practice or wellbeing improvement areas. • Works collaboratively and effectively with the Clinical and Service Delivery Leaders and managers. • Internal and external feedback. • Models the values and professional behaviours of DVConnect
<p>Documentation & Reporting Ensure where required appropriate documentation, records, reporting and data collection and maintain a high level of accountability with all documentation. This includes reports on supervision and debriefing undertaken with staff; tracking information.</p>	<ul style="list-style-type: none"> • Accuracy and maintenance of records regarding supervision sessions • Comprehensive and succinct feedback to Leadership and Management Team as required • Produce quality bi-monthly reports on potential professional development opportunities to Head of Clinical Practice and People & Culture as requested
<p>Team Support & Organisational Support Participates in team activities, attends staff meetings & connection days when scheduled and models and demonstrates a supportive approach to other staff members which contributes to the overall team effectiveness.</p> <p>Demonstrate a clear understanding of and commitment to DVConnect vision, purpose and values.</p>	<ul style="list-style-type: none"> • Evidence of strong relationships and commitment to other management team members and staff, that contributes to building a cohesive and productive workplace • Demonstrates and models on a continual basis, a commitment to assisting and supporting colleagues in all workplace activities • Professional and well regarded team member and demonstrates a commitment to attending meetings/conferences/committees as directed • DVConnect vision, purpose and values consistently demonstrated in all work related activities and in line with DVConnect Code of Conduct • Minimum of 85% attendance at all team and other meetings as required
<p>Workplace Health & Safety To meet Workplace Health & Safety obligations in line with DVConnect Policy & Procedures as well as relevant legislation and in supporting the well-being of staff.</p>	<ul style="list-style-type: none"> • Follow all safety instructions and use equipment provided and provides effective guidance to new staff. • Contributes to minimising the risk to health and safety of all persons in the workplace • Identify and report any workplace incident/hazard or concerns to management

Professional Development & Continuous Improvement Maintain and develop personal knowledge in area of expertise and meets core values and behaviours of DVConnect.	<ul style="list-style-type: none"> • Seeks new ideas, at times leads and embraces/adapts to change • Evidence of continuous improvement activities in area of responsibility • Encourage others in the team to balance DVConnect purpose and values with their personal values
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Essential Requirements	<ul style="list-style-type: none"> • Tertiary qualifications in the areas of Social Work, Psychology, Counselling and/or other appropriate qualification(s) with extensive experience in the DFV and/or similar sectors. • Training in Conducting Supervision within FDV Workforce and supervision qualifications well-regarded • Knowledge of and ability to apply best practice models for clinical supervision • Well-developed knowledge and analysis of the effects, causes and dynamics of domestic and family violence • Solid understanding of counselling and risk assessment and experience in a phone based service highly regarded • Current Working with Vulnerable People/Working with Children Check (as applicable to the State/Territory of Australia in which you work) • National Police Check • Right to work in Australia
Other Relevant Information	<ul style="list-style-type: none"> • Flexibility with working hours at times to meet operational needs • Willingness to undertake further training and development • Willingness to attend meetings off site at times may be required • Up to date with COVID-19 vaccinations • It is a genuine requirement of this position that it be filled by a woman as permitted in sections 25, 104 and 105 of the Anti-Discrimination Act, 1991
Skills & Behaviours	<ul style="list-style-type: none"> • Someone who is eager to support others in their professional growth and development • Strong working knowledge of FDV frameworks and how to explore these within supervision (feminist, trauma informed, strengths based) • Able to discover people's strengths and opportunities for growth and identify supervision strategies tailored to the individual • Highly developed communication skills partnered with critical thinking • Demonstrates resilience and dedication • Ability to work within deadlines in fast-paced environment

- Team player with a commitment to a collaborative working approach

Key Relationships/Interactions

Relationship with:	
Head of Clinical Practice	Accountability, reporting as required, advice, support, feedback
Service Delivery Manager	Accountability at times, reporting as required, advice, support, feedback
Service Delivery Leaders	Reporting as required, advice, support, and provision of feedback as required
Quality & Training Team	Building very solid working relationships to assist and support in undertaking the role and providing quality service delivery
Counsellors	Building sound working relationships with all personnel to assist in undertaking the role and providing quality service delivery
External Stakeholders	Building and maintaining collaborative working relationships as required
Callers	Support and service as required

DVConnect is an equal opportunity employer. All applications will be treated on their merits