

## POSITION DESCRIPTION

<b>Position Title:</b>	Team Leader, Suicide Services
<b>Department:</b>	Commercial Activities
<b>Location:</b>	Maribyrnong Street

<b>Date:</b>	May 2011
<b>Status:</b>	Full Time
<b>Reports To:</b>	Program Leader, Suicide Services & Veterans Line/ASL

### 1. ORGANISATIONAL CONTEXT

Crisis Support Services (CSS) is Australia's leading telephone and online counselling and training provider. CSS delivers confidential counselling, support, information and referral services 24 hours a day, 7 days a week operating with a team of professionally qualified psychologists and counsellors. Services include SuicideLine (VIC), Suicide Call Back Service, MensLine Australia, MensLine Australia Call Back Service, and specialist lines such as the *beyondblue* InfoLine and Veterans Line.

#### **Our Vision**

All people are heard and helped in their time of need

#### **Our Purpose**

To support people to manage crisis and develop well being by providing specialist, professional counselling and referral services.

#### **Our Values**

##### *Professionalism*

We are a team of qualified professionals, drawing on our specialised skills and experience, to provide expert solutions and effective services to the Australian community

##### *Integrity*

We strive to provide quality services while upholding the highest ethical and moral standards, with a commitment to honest, transparency and accountability.

##### *Leadership*

We strive to be the national leaders in the field of professional telephone and online counselling, committed to best practice, continuous quality improvement, and advocacy for the people we service.

##### *Compassion*

We show compassion and empathy for every individual, offering support and understanding in the face of life greatest challenges.

##### *Excellence*

We demonstrate professional excellence by consistently going above and beyond to achieve exceptional results in all that we do.

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### 2. POSITION PURPOSE

The role of the Team Leader, Suicide Services is to manage and monitor the day to day delivery of CSS' Suicide-specific services. The services include Suicideline VIC, Suicide Call Back Service (SCBS) and the Access to Allied Psychological Services (ATAPS) Additional Support.

In addition, the Team Leader, Suicide Services will review, develop and maintain policy and procedures for Suicide Services, provide performance feedback and support to the Suicide Services staff members and oversee administrative requirements of the Suicide Services team.

3. KEY RESULT AREA	MAJOR ACTIVITIES	MEASURES
<b>Performance management and support of Suicide Services Staff</b>	<ul style="list-style-type: none"> <li>▪ Provide recommendations for service improvements to program leader</li> <li>▪ Play key role in implementing performance improvement changes</li> <li>▪ Provide day to day feedback, coaching support to counsellors on the quality of administration, call performance (i.e. response rates, call length, after call time lengths)</li> <li>▪ Collate and report performance feedback for Program Leader</li> <li>▪ Support staff in their case management of SCBS clients</li> <li>▪ Support staff in their handling of repeat callers</li> <li>▪ Coordinate Performance Review process for SLV and SCBS staff.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Process improvement changes implemented and monitored for success</li> <li>▪ Fortnightly feedback is provided through QA reviews and quantitative reporting</li> <li>▪ Weekly updates to Program Leader are provided</li> <li>▪ Performance reviews are within 3 months of due date</li> </ul>
<b>Suicide Services Induction and Training</b>	<ul style="list-style-type: none"> <li>▪ Induct new staff members into SLV and SCBS services</li> <li>▪ Coordinate supervised shifts for new staff members to the lines</li> <li>▪ Conduct skills development workshops as required</li> </ul>	<ul style="list-style-type: none"> <li>▪ All new staff receive full service induction and supervised shifts</li> </ul>
<b>Update Suicide Services staff with CSS information and service specific information</b>	<ul style="list-style-type: none"> <li>▪ Conduct regular team meetings with Program Leader</li> <li>▪ Provide regular communication and briefings to Suicide Services staff</li> </ul>	<ul style="list-style-type: none"> <li>▪ Staff receive regular communication (fortnightly updates)</li> </ul>

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3. KEY RESULT AREA	MAJOR ACTIVITIES	MEASURES
<b>Policy and Procedures</b>	<ul style="list-style-type: none"> <li>▪ Develop clinical tools, pathways, protocols and guidelines as required</li> <li>▪ Develop and review policy and procedures for Suicide Services</li> <li>▪ Train Suicide Services staff on any changes to policy and procedures or the service model</li> </ul>	<ul style="list-style-type: none"> <li>▪ Policy and procedure documentation reviewed and updated annually</li> </ul>
<b>Administrative and marketing activities</b>	<ul style="list-style-type: none"> <li>▪ Update Intranet (which one, what's involved etc)</li> <li>▪ Manage referrals from CSS services to SCBS</li> <li>▪ Coordinate responses and ensure any complaints on database are followed through</li> <li>▪ Collect qualitative data (e.g. positive client feedback and examples of positive counselling experiences) for reporting / marketing purposes</li> <li>▪ Represent CSS and Suicide Services at community events are required</li> <li>▪ Coordinate and administer SCBS and external research connected to Suicide Services</li> <li>▪ Coordinate with CMs and CCC to cover day to day rostering variations.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Intranet revised monthly</li> <li>▪ Referrals are reviewed daily and responses within 2 weeks</li> <li>▪ All complaints responded to within 72 hrs</li> <li>▪ Coordinate evaluations according to Evaluation Plan timelines.</li> </ul>

### 4. DECISION MAKING AUTHORITY

The Team Leader - Suicide Services role has no co-authorisation or financial authorities.

### 5. JOB COMPETENCIES

- Tertiary degree (of minimum three year duration) in relevant discipline (Social Science, Social Work, Welfare Studies, Psychology or Counselling): **or**
- Tertiary degree (of minimum three year duration) and a post graduate degree/diploma in relevant discipline (Social Science, Social Work, Welfare Studies, Psychology or Counselling); **and;**
- Extensive counselling experience with clients presenting a broad range of issues, either

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telephone or face to face counselling (at least 4 years);

- Experience of working within a case management framework, with high use callers would be advantageous.
- Knowledge of crisis counselling, suicide prevention, suicide chronicity and case management models.
- Understanding of Suicide issues including an understanding of suicide chronicity and the long term impact of child abuse.
- Ability to work with the positives or work within a solution-focused framework. Demonstrated motivational ability with callers and team members.
- Ability to undertake a leadership role and provide immediate assistance and supervision to counsellors
- Excellent communications skills, both written and verbal
- Intermediate PC skills and the ability to learn new programs.

### 6. PERSONAL COMPETENCIES

- Highly developed interpersonal skills with the ability to deal with people at all levels of an organisation;
- Ability to work independently but also work cohesively within a team;
- Calmness and resilience;
- Flexibility and the ability to deliver both positive and negative feedback in a way that meets each individuals needs;
- The ability to work under pressure and juggle competing demands on time;
- Understanding of team relationships and demonstrated ability to connect with and work collaboratively with others in a team environment.

### 7. DIMENSIONS & WORKING RELATIONSHIPS

Team Members Supported	<ul style="list-style-type: none"> <li>▪ No direct reports</li> </ul>
Working Relationships	<ul style="list-style-type: none"> <li>▪ Project Officer, Suicide Services</li> <li>▪ Program Leader, Suicide Services &amp; Veterans Line/ASL</li> <li>▪ Counsellors</li> <li>▪ Counselling Manager</li> <li>▪ Clinical Assessors</li> <li>▪ GM, Commercial Activities</li> <li>▪ Other CSS staff as required</li> </ul>

### 8. POSITION DESCRIPTION MAINTENANCE

Reviewed Last:	May 2011
Conducted By:	GM, HR & Administration & Program Leader, Suicide Services

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Approved By:	Program Leader, Suicide Services & Veterans Line/ASL
Next Review:	May 2012