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**Position Description – Grief and Loss Team Leader**

**Hours of work – 1.0 FTE (76 hours per fortnight)**

**Location – Lilyfield, NSW**

**Reporting to – Grief and Loss Manager**

**Direct reports – Grief and Loss team (Inclusive of Intake, Counsellors and Peer Support)**

**Red Nose**

Red Nose is dedicated to saving the lives of babies and children during pregnancy, birth, infancy and childhood and supporting bereaved families. Red Nose delivers on its vision by funding world class research, providing evidence based education to the community, grief and loss support for those who are impacted by the death of a child and advocacy. As a national not-for-profit company limited by Guarantee we rely on the help of many people and organisations who donate their time and funds to support our community activities and delivery of services to enable us to achieve our purpose.

**Position Summary**

The Grief and Loss Team Leader assists the Grief and Loss Manager and provides support to the Intake / Counselling team and Peer Supporters including clinical supervision if required. The Team leader oversees the day to day delivery of Red Nose Grief and Loss Services, including responsibility for overseeing intake assessment and referral processes. The Team Leader will work closely with the Grief and Loss manager to provide expertise, knowledge and content to organisational development at a national level. At times of low staffing or high demand, the Team leader will also perform counselling. The Counsellor role involves the provision of direct counselling to individuals, couples and families within a short-term model, through face to face, telephone, video or groups. It is envisaged that up to 40% of this position will incorporate direct client intake / support. This position will require some occasional travel.

**Position Criteria**

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| Qualifications & Experience | * Relevant tertiary qualifications that provide eligibility for registration with the Psychotherapy and Counselling Federation of Australia (PACFA), Australian Association of Social Workers (AASW), Australian Psychologists Society (APS), or the Australian Counsellors Association (ACA).
* Demonstrated experience in a leadership role and providing clinical supervision
* A minimum of seven years counselling practice.
* Experience in grief and loss service delivery and some provision of training/education in the healthcare sector is highly desirable.
* Current National Police Records Check
* Current Working with Children Check card
* A current NSW Driver’s Licence.
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| Knowledge, skills and abilities | * Highly developed interpersonal skills, with the proven ability to build effective relationships and communicate with a diverse range of people both internal and external.
* Strong negotiation and facilitation skills
* Excellent intake and assessment skills, including risk assessment and management.
* Demonstrated counselling casework skills including consultation, referral and advocacy.
* Sound capacity and initiative for partnership building and project management.
* Sound knowledge and skill in using MS Office suite.
* Proficiency in general administration and office systems.
* Well-developed written expression and document management skills.
* Organisational ability to plan personal workload and maintain orderly systems.
* Demonstrated ability to work effectively as part of a team.
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| Clinical Excellence | * A genuine individual who garners respect, works ethically and effectively with the ability to work collaboratively to achieve collective success.
* A skilled and experienced practitioner who is knowledgeable regarding current practice standards in counselling and support settings, with a commitment to continued professional development.
* Knowledge of contemporary grief and bereavement models/theories for practice.
* Demonstrable ability to develop a positive local culture that aligns with organisational values and which fosters accountability, innovation and continuous improvement
* A proven history of achieving outcomes with a propensity to get things moving and completed.
* An individual who works as part of a team and promotes the efforts and achievements of other staff and colleagues.
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| Personal Attributes | * Self-reflective; the ability to understand the difference between intent and impact and a significant proficiency in reviewing ones character and actions relating to the workplace.
* Courageous; willing to have a go, identify mistakes and learn from them.
* Fun; injecting fun and creativity into the workplace to improve production and output.
* Resilient; the ability to work through, withstand and recover quickly from difficult situations.
* Caring; ability to have empathy for the experiences of others and to have an interest in their wellbeing.
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**Duties and Responsibilities;**

**Assistance to the Grief and Loss Manager**

* Support the Grief and Loss Manager in recruitment of new staff / contractors.
* Supervision of the Intake Team based in Lilyfield.
* Ensure Red Nose Grief and Loss services team delivers effective services on time and within scope and in a way that can be held accountable by partners and funders.
* Contribute to service overview and strategic thinking, and report any recommendations to Grief and Loss Manager.
* Assist in the development of quality practice, including identifying relevance and gaps in resources held and provide feedback on specific counsellor issues, service gaps and policy issues.
* Contribute to the preparation of contractual and service related reports.
* Assist in the development of effective strategies for service development.
* Assist in maintaining and developing effective working relationships with relevant referral sources, bereavement support agencies and groups, including health and emergency service personnel.
* Liaise with government contractors and funders as required.
* Assist with developing, delivering and reviewing educational resources. Representing Red Nose to engage and inform a broad range of community and professional audiences on issues around the death of babies or children during pregnancy, birth, infancy and childhood, including miscarriage, ectopic pregnancy, termination, stillbirth, neonatal and infant death, sudden infant and childhood death and subsequent pregnancy.
* Undertaking of regular reviews of the bereavement support resources and materials including publications about perinatal, infant and child deaths to ensure accuracy and decency.
* Support the organisational development of intellectual property across its Grief and Loss support services.
* Initiate relevant projects/partnerships to develop and promote Red Nose Grief and Loss services.
* Contribute to Red Nose as an innovator in the partnership space.
* Be proactive in engaging with and creating strong local networks with partners.
* Represent the Grief and Loss Manager as required at meetings and forums.
* Act as Grief and Loss Manager in their absence if deemed a requirement.

**Support to Team**

* Provide front line operational supervision and support to Intake / Counselling Team
* Assist in the development and delivery of an Induction program for new team members in consultation with the Grief and Loss Manager and HR resources.
* Organise and attend team meetings, services discussions and participate in staff development sessions.
* Oversee the intake, assessment and allocation of referrals for counselling.
* Be available for discussion, to offer advice and debrief team members as required (including aspects of critical incident management and occupational health and safety for workers).
* Participate in management, clinical and group supervision arrangements.
* Proactively monitor and assist with individual and team work-loads, ensuring balance and equitably shared responsibility across all areas of required work.
* Support the team in the planning and implementation of support groups and other activities for families and others including siblings, fathers, grandparents and the subsequently pregnant, as required.
* Support the team with creating and maintain local partnerships with stakeholders to develop flexible and trusted relationships to support new opportunities, sustainability and growth.

**Peer Support and Volunteers Programs**

* Support Peer supporters and volunteers who assist in work at Red Nose.
* Assist in the support of clients wanting to transition to a Peer support / volunteer relationship with Red Nose.
* Assist in maintaining and developing effective working relationships with Peer supporters and volunteers.
* Assist in ensuring that the National Peer Support and Volunteer workforce are engaged and valued.
* Assist to effectively communicate with National Peer Support and volunteer networks.

**Intake, Counselling and Contract Management**

* Undertake intake and referral processes for clients seeking counselling.
* Provide short term bereavement counselling, ongoing telephone support and other relevant bereavement support services, as clinically indicated.
* Liaise with other relevant professionals in relation to client needs.
* Provide information, guidance and support to health and emergency service personnel and other agencies to facilitate contact with bereaved family members.
* Collect and input relevant client data on Red Nose client management systems

**Culture**

* Contribute significantly in ensuring that other staff and volunteers are engaged and satisfied in their work through collaborative practices and creation of a team focused environment.
* Embrace learning and development opportunities to ensure sharing of knowledge and experiences to foster collective enrichment.
* Have pride in the work done and the organisation worked for.
* Lead at a National level on achieving a supportive and accountable culture that fosters trust and transparency.
* Commit to open and constructive dialogue with team members.
* Participate fully in organisational activities and processes.

**Fundamentals of the role**

* Conducts all activities in compliance with relevant legislation including Equal Employment Opportunity, Occupational Health and Safety and Red Nose policies and procedures.
* Performs other duties as required by the senior management team.