

POSITION DESCRIPTION



Practice Supervisor Client Services Team

The Australian Refugee Association Inc. (ARA) is a community-based organisation providing settlement, migration, and other appropriate assistance to people from a refugee background, migrants, and other people of concern.

ARA promotes a holistic approach to the needs of people from a refugee background and sees the final goal of settlement as full participation in the social, economic, cultural, and political life of Australia while maintaining security of personal, family and community identity.

ARA employs staff to achieve the full range of its objectives. All staff are expected to be aware of and responsive to the needs of the organisation as well as the requirements of their own Position Description.

1. REPORTING RELATIONSHIPS

- The Practice Supervisor reports to and works under the general direction of the Client Service Programs Manager.
- The Practice Supervisor works closely in collaboration with the Client Services leadership team, including the Client Service Programs Manager, Intake and Triage Coordinator, Settlement Case Work Team Leader, Health & Wellbeing Team Leader, and Family Safety Team Leader.
- Direct reports:
 - Nil

2. ROLE SUMMARY

The Practice Supervisor plays a key role in providing professional practice oversight and support to the organization's Client Services staff. This position ensures a culture of reflective practice in the provision of safe, professional, and high-quality settlement, health, wellbeing and family safety services to refugees and recently arrived migrants.

ARA's Client Service programs equip and empower refugees and recently arrived migrants to address their settlement needs, with a focus on improving social participation, economic wellbeing, independence, personal wellbeing, and community connectedness. Services include provision of settlement related information, advice, advocacy, and assistance to access mainstream and other relevant services.

Within the Client Services team, ARA also provides specialist mid to high intensity support for CALD people experiencing or at risk of Family and Domestic Violence, have concerns about child safety and wellbeing, or other family safety related matters. The Practice Supervisor plays a key role in support of practitioners responsible for this highly specialised and complex casework.

The Practice Supervisor will play a crucial role in promoting a culture of continuous improvement within the organization's case managed services, contributing to positive outcomes for refugees and recently arrived migrants.

3. KEY RESPONSIBILITIES

The main responsibilities for this role include:

POSITION DESCRIPTION

- Providing professional practice supervision to case workers and case managers, including regular individual and group supervision sessions.
- Facilitate case conferences and multidisciplinary cross-agency meetings to ensure an all-encompassing approach to client care.
- Supporting staff in managing complex cases through case consultation, including trauma-related issues and cultural considerations specific to refugee and migrant populations.
- Monitoring and evaluating the quality of individual case work services provided to clients, ensuring adherence to best practices and ethical guidelines, and overcoming barriers to effective case management.
- Developing and implementing case work policies and procedures to maintain high standards of care within the organization.
- Liaise with internal subject experts to ensure that service methodologies reflect contemporary best practice.
- Work collaboratively with Team Leaders to develop and implement workforce development plans, training sessions and workshops to enhance therapeutic practice, expand cultural expertise of staff members, and recommend necessary professional development.
- Collaborating with other departments within the organization to integrate FDV, health, and wellbeing services into a holistic support program for clients.
- Participating in staff training and professional development activities to enhance the professional practice skills and knowledge of the team.

Stakeholder Engagement

- Attend meetings with other service providers as required.
- Develop and maintain positive relationships with relevant agencies, service providers and refugee and migrant communities.
- Participate in expos, forums, and conferences as appropriate and relevant to support and promote ARA services.

Reporting

- Provide regular updates to your line manager on service delivery in line with departmental and individual work plans.
- Report any significant issues or concerns to your Program Manager immediately.
- Prepare reports for funding bodies in accordance with specified timeframes, service performance targets and expected project outcomes.
- Provide accurate timesheets and mileage records for your manager's approval.

Other

- Participation in organisational team meetings and events.
- Other duties as requested by your manager, commensurate with the skills, experience and requirements of this Position Description.

4. SELECTION CRITERIA

Qualifications:

- A post-graduate degree in Psychology, Counselling, or Social Work (or similar) is preferred, or studying towards with extensive relevant professional experience.
- Formal qualifications or training in Supervision would be an advantage.

POSITION DESCRIPTION

Required skills:

- Strong leadership, mentoring, and practice supervision skills.
- Exceptional communication and interpersonal abilities.
- Sound knowledge of person centred, strength based, culturally responsive and trauma informed practice.
- Excellent knowledge of theoretical approaches and practice foundations applicable when working with families, parents and children experiencing domestic and family violence and other challenges that affect parent and child relationships.
- Solid understanding of risk assessment and safety management as it relates to women and children experiencing domestic and family violence.
- Proven ability to work effectively with individuals from diverse cultural backgrounds.
- Proficiency in conflict resolution and problem-solving.
- Ability to manage multiple tasks and prioritize effectively.
- Excellent organizational and time management skills.

Required experience:

- Prior experience in delivering supervision to FDV practitioners and/or supervising counsellors, case managers, social workers or similar human service or health workers.
- Minimum of 5 years' experience in the provision of therapeutic practice, social work, case management, settlement services, or similar professional practice roles.
- Experience in staff supervision, training, and performance evaluation.
- Experience in conducting group training in professional and therapeutic practice is an advantage.

Personal Attributes:

- Strong ethical practices with a specific commitment to:
 - ARA's Code of Conduct and Service Standards;
 - Equal Opportunity and Anti-discrimination;
 - Social and cultural inclusion;
 - Confidentiality and privacy;
 - Work Health & Safety; and
 - Trauma informed and client-oriented service provision.

5. WORK HEALTH & SAFETY RESPONSIBILITIES

- Compliance with ARA WH&S policies and procedures.
- Active promotion of safe work practices in the workplace.
- Reporting of all hazards, incidents and actions taken to prevent accidents.
- Ensuring own action or lack of action does not place own safety or that of others at risk.
- Maintenance of a safe working environment in all locations.

6. SPECIAL CONDITIONS

- Must have evidence of Australian residency or right to work in Australia.
- Must have a current and valid Working With Children Check that shows you are able to work with children in South Australia.
- Must have or be willing to obtain a Child Safe Environment training certificate.
- Must be willing to participate in training and development opportunities as part of continued professional development.

POSITION DESCRIPTION

- Must hold a current driver's licence.
- Must own a roadworthy vehicle that is registered and has minimum third party property insurance and be able to use this for work purposes.
- Must be willing to work in various locations within the metropolitan area.
- Must be willing to participate in occasional after hours work.

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| 7. ACKNOWLEDGEMENT |
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Signature: _____

Signature: _____

Employee Name: _____

Manager Name: _____

Date: _____

Date: _____