



Role Description

Client Services Team Lead/Counsellor

Join award-winning youth specialist organisation which has a dynamic team, professional development opportunities, flexibility, work-life balance, paid clinical supervision & salary packaging.

2Connect Youth & Community is a growing, dynamic non-profit organisation creating positive social change for young people, families, communities for over 33yrs. 2Connect has been awarded NSW Youth Service of the Year 2019, NSW Outstanding Youth Participation Award 2020 & NSW Outstanding Diversity Work 2021 (highly commendable) at the NSW youth sector awards! As well, we were awarded 2023 Finalist in the St George Local Business Awards!

About the Role

We seek an experienced & qualified professional to lead and deliver clinical/client services such as counselling, case management, psychoeducational and psychosocial group work & other empowering supports for young people and their families. The role is to work as a member of the 2Connect Youth & Community team to achieve these key outcomes:

- *Improving the wellbeing & safety of young people, and strengthen healthy relationships and family functioning*
- *Improve the engagement of young people with family, education, work, training and the community*

Position will provide outreach work in schools and locations in the target region, and is based in Brighton-le-sands which has a vibrant beachside and café-culture.

Employment Status: 35hrs per week

Responsible to: *The position is directly responsible to the Operations/General Manager, and ultimately to the CEO/Board*

This role description forms part of the contract with the employee, in conjunction with 2Connect's Policies & Procedures, employee job contract & other relevant guidelines, including funding body guidelines, Operational Requirements and Performance Indicators. Employment is dependent upon satisfactory performance and KPIs.

Key Responsibilities and Duties

1) Coordinating the Client Services team

1.1 Work within the delegated authority provided by 2Connect to undertake a wide range of activities within 2Connect. Areas covered by this position include Georges River, Bayside, Sutherland, Canterbury, and surrounds.

1.2 Supervise the operations of client services, including establishing & overseeing work program and work plans, orientation, planning, supervision and support to client services staff, including coordinating intake, individual supervision, case review meetings, monitoring/managing performance and targets

1.3 Monitor work flow, service delivery, team performance and ensure accountability & compliance through appropriate operational processes and systems

1.4 Oversee maintenance of accurate reporting, systems and records including administrative requirements, program IT reporting and service reporting

1.5 Maintain safety & accountability procedures with the client services team members, including attendance accountability communications, rostering, reading & monitoring reports, as well as other relevant supervisory needs which may arise and be discussed

2) Direct Client Support

- 2.1 Oversee and provide direct support for young people aged 10-25 and parents/family members, for concerns such as mental health, family conflict, alcohol/other drugs, education, healthy relationships & domestic/family violence. (includes providing direct support for a case load)
- 2.2 Coordinate and provide case management, counselling, and family support services. This includes intake, assessment, therapeutic and practical support, developing life skills & goals, information, mediation, mentoring, advocacy, brokerage, appropriate referrals and follow-up.
- 2.3 Coordinate and provide accessible, flexible model of support through offering outreach at various safe locations in the region, including schools
- 2.4 Coordinate, organise and/or facilitate group work programs, such as skills development, psychoeducational groups, and other support groups for at-risk young people and/or parents / family members, according to local community needs
- 2.5 Coordinate collaborative work with schools and other services to provide holistic support for clients
- 2.6 Support diverse identities and cultures, including young people from culturally and linguistically diverse backgrounds/refugee backgrounds, First Nation's young people, LGBTIQ+ young people and young people with disabilities

3) Community Capacity building and youth engagement activities

- 3.1 Coordinate promotion & implement youth engagement activities to engage young people to the service
- 3.2 Coordinate, develop and maintain sustainable links and networks with schools, youth support services, government and non-government agencies and the wider community, particularly points of referral .
- 3.3 Other community capacity building activities, including advocacy and representation of the issues/needs of the target group, and participation in collaborative capacity building and engagement projects with other services and team members

4) Project Administration

- 4.1 Coordinate, facilitate compliance & maintain accurate records and administration including:
 - Confidential and appropriate client case notes
 - Online recording and utilisation of Departmental IT system and 2Connect systems
 - Statistics and outcomes for reporting, evaluation and research purposes
 - Administrative requirements as per administration policies and systems such as travel expenses, timesheets, leave forms, financial transactions etc.
- 4.2 Coordinate and participate in service meetings such as staff team meetings, supervision/case review meetings
- 4.3 Foster team work and participate as a team member with client services team and other 2Connect team members, including in planning and evaluation processes
- 4.4 Coordinate and provide Project Reports to the Management and funding body
- 4.5 Monitor, facilitate & meet outcomes and KPIs as required
- 4.6 Oversee, participate in & comply with Work Health & Safety policy & requirements, Quality assurance system and all other policies & requirements, including maintaining safe use of premises and outreach
- 4.7 Attend training and professional development courses as required
- 4.8 Undertake other relevant duties as directed by the Management

Essential & Desirable Selection Criteria

ESSENTIAL criteria:

- Skills/experience in coordinating services, including supervision of team members & monitoring service delivery and outcomes compliance
- Relevant tertiary qualification in social/human services (degree level)
- Skills/experience in providing direct support to young people aged 10-25 and their families, including: young people with mental health, wellbeing or safety concerns, and/or young people who have disengaged from family & education; and/or at-risk of homelessness
- Minimum 5 years experience in counselling, case management and family support (using evidence-based interventions)
- Skills/experience in designing & implementing psychoeducational & psychosocial group work, including ability to address specific needs for youth at risk such as emotional regulation, mental health, healthy relationships
- Skills/experience in working with diverse identities and cultures, including people who are culturally & linguistically diverse, First Nations, LGBTIQ+ &/or with disabilities

- Strong ability & commitment to fostering teamwork, including ability to build strong collaborations with internal and external stakeholders, and ability to work independently (whilst maintaining accountability)
- Strong organisational, administrative, communication skills, including IT literacy skills & commitment to principles of social justice
- NSW drivers licence & own comprehensively insured car able to be used for work

Salary & Conditions

- **Excellent Salary package includes base salary, salary packaging option, plus superannuation**
- Conditions of employment covered by the Social, Community, Home Care and Disability Services Industry Award 2010 (Federal modern award) Level 6
- Salary package option includes \$18,549pa of salary able to be salary packaged (tax free). Salary packaging is optional, however
- All applicants must submit their Resume & statement addressing each essential & desirable criteria (using the 'How to Apply' guide in the information package). These must be sent either through the online recruitment portal or emailed to manager@2connect.org.au (please email to this same email if you have any questions)

This is a Child-Related position and it is a legal requirement that the successful applicant must hold a current Working with Children Check clearance prior to commencement of employment, under the Child Protection (Working with Children) Act 2012. Information on the 'Working with Children Check' may be obtained from the NSW Office of the Children's Guardian web-site at www.kidsguardian.nsw.gov.au In addition, a National Police Criminal Record check will also be required prior to employment, as well as an up-to-date Covid-19 vaccination (min. of 3 doses)