**Position: Team Leader Women’s Health and Sexual Assault Support Service**

**Participation - On Call Sexual Assault Response Team Roster**

**Status: Full-time negotiable**

**Hours of Work: 76 Hours per fortnight negotiable**

**Responsible to: Coordinator (CEO)**

**Salary:** **Commensurate with experience under the SCHADS Award 2010 – Level 7**

Employees will be required to participate in the after-hours Sexual Assault Response Team. Employees also may be required on occasions to work outside ordinary hours including weekends.

**Organisation**

The North Queensland Combined Women's Services Inc (NQCWS) operates from a broad feminist perspective and is welcoming of all women. NQCWS feminist philosophy embodies an analysis of the subordinate (secondary) position of women in society with a strong commitment to personal and social change.

NQCWS housed at The Women's Centre, and offers a Specialist Homelessness Service, the Townsville Sexual Assault Support Service and a Women’s Health Service. The Sexual Assault Support Service is a part of and provides the coordination of the Sexual Assault Response Team in the Townsville Region. The Women's Centre also provides crisis to medium term counselling, group work, information, support, advocacy, outreach, home visits and appropriate referrals to other service providers.

While working with women, both individually and in groups, The Women’s Centre aims to promote social and political change by validating women's stories and experiences, advocating for women's rights through awareness raising, community education and social action.

**Purpose**

To provide leadership, support and management to a team of women’s health counsellors to ensure the delivery of high-quality responses to women.

To facilitate the implementation of best practice in a feminist service through the development, establishment and management of new and current programmes/models, including establishment of practice guides utilising specialist knowledge.

**Accountability**

The worker is accountable to the CEO, and through the CEO to the Management Committee, to the team, and to service users.

**Responsibilities**

* Applies high level specialist knowledge to work towards achieving the organisational objectives of NQCWS.
* To demonstrate high level discipline knowledge, understanding and commitment to social justice and feminism and to foster an environment dedicated to the celebration and promotion of feminist principles.
* To oversee and meet the requirements of the Service Agreements with Department of Justice and Attorney-General.
* To provide leadership and management to the team that will facilitate and contribute to sexual assault and women’s health and well-being service provision in the community.
* On a day-to-day basis provide management, direction and guidance related to counselling, casework, court support and SART, in accordance with established organisational, human resources and safety policies and procedures.
* Be aware of personal safety and stress levels within self and others and take appropriate action where necessary.

**Target Group**

Womenand young women12 yearsand over**.**

**Service Provision**

Service delivery will be mostly centre-based. However, services are also outreach to Ingham, Ayr and Charters Towers and support to women at Court and through the SART response is required. Community education will be at the most appropriate venue. Services will be provided in a safe and timely manner.

**Duties**

In conjunction with the CEO and other NQCWS workers, contribute to the development and oversight of a staffed Service to meet the needs of women and their children. To participate and contribute as a member of the management team and provide discipline advice to the Management Committee as required.

The team leader provides specialist advice and support as the primary point of contact for other team members. This involves providing discipline advice when matters have become more complex and/or an increased risk to an individual is identified.

* Maintain high functioning programs and ensure service delivery targets and organisational standards are achieved, and funding body requirements are met.
* Designated manager for the health and sexual assault team, providing management and leadership to the team, in accordance with organisational objectives, policies and procedures.
* Liaise and work with other organisations to be more responsive to the needs of survivors of sexual assault including the police, the medical profession and appropriate services.
* Provide appropriate referrals to, and advocate for women and those who support them, particularly within both the medical and legal systems.
* Contribute specialist knowledge in support of other women‑based services or projects as appropriate e.g. Women's Legal Service.
* Provide training to Staff and identify and engage sector specific training.
* Supervise tertiary level students as required.
* Provide initial and ongoing training, coaching and mentoring and regular supervision to homelessness team staff and identify and engage sector specific training.
* Plan and lead reviews and evaluations of current practice and ensure the Health & Sexual Assault Service Practice Guide is maintained up to date.
* Plan, lead and deliver continuous improvement and quality management initiatives and actions, including reviews of policies and procedures in accordance with HSQF requirements.
* Ensure you and the team meet all legal requirements and are up to date with relevant legislative changes.
* Responsible for preparing and submitting reports and writing funding and policy submissions to government by the necessary deadlines and as required.
* Attend network meetings as required.
* Represent the organisation and initiate stakeholder meetings where appropriate.

**Administration**

* In consultation with the CEO and other team leaders, plan work schedules for efficient use of time and resources, including managing attendance and rosters.
* Use current case management system and regularly monitor team use to ensure the system is used as required.
* Record and collate monthly statistics for organisational purposes.
* Complete and submit quarterly reports as required.
* Contribute to providing case study data and statistics for the purpose of project work or reports.
* Organise workload effectively for self and the team to include preparation and follow up time.
* Participate in Professional Development, Staff Training and Supervision.
* To lead and participate with the CEO, other staff and management in Women's Centre meetings, policy formulation, HSQF requirements and the strategic planning of future directions of the Service, and in particular the Women’s Health and Sexual Assault Support Service.
* Participate in an on-call response to support sexual assault victims.

**Community Education - Partnerships and Collaboration**

* Provide community education/training on sexual assault against women to a range of organisations and educational institutions including Police, Health and Welfare Professionals, Schools, University.
* Partnership development through community and organisational engagement.
* Improve pathways for clients by strategically working with Health, Police, the City Council, Victims Assist, Homelessness services and others.
* In conjunction with other staff, identify and facilitate social action responses which may include International Women's Day, Reclaim the Night and Sexual Violence Awareness Month.
* With other colleagues and Team members, maintain active involvement and current membership of partnerships and networks.
* Participate in peak body networks and forums in consultation with other Team Leaders and/or the CEO.

**Sexual Assault Response Team**

* In collaboration with agencies involved in the Townsville Sexual Assault Response Team, participate to provide 24 hour on-call crisis care services for recent victim/survivors.
* Provision of specialist critical incident sexual assault support and information regarding victim/survivors rights and options with legal and medical issues.
* Ensure the team preserves the integrity of client confidentiality in accordance with the victim centred best practice model of the Townsville Sexual Assault Response Team, and only share personal information as necessary to facilitate the collaborative partnership.
* Liaison and consultation with other professionals, including, Police, Homelessness Services, Mental Health Services, Courts, Medical Services and Victim Assist Queensland.
* Regularly monitor the roster to ensure demand is met.

**Other Duties**

* Other duties as requested by the CEO and/or Management Committee

**Specific Conditions of Employment**

* Employment Contract
* Social Community, Home Care and Disability Services Award (SCHADS) 2010
* National Employment Standards (NES)

**Acknowledgement and Signatories**

I have read this job description and understand the outlined responsibilities and duties of my role. I undertake to carry out these responsibilities and duties, or any other duties requested, to the best of my ability.

**NAME: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**SIGNATURE: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**DATE: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**