

## Position Description: QLife Clinical Supervisor New South Wales

This document should be read alongside the Position Application Information.  
If you have any questions please contact Jain Moralee [work@twenty10.org.au](mailto:work@twenty10.org.au)

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| Application due date:  | Friday 16 <sup>th</sup> of December, 5.00pm   |
| Position commencement: | January 2018  |
| Position Title:        | QLife Clinical Supervisor, New South Wales  |
| Accountability:        | This position is supervised by the Co-Executive Directors (ED) and is accountable to the Governance Board.  |
| Responsibilities:      | This position is responsible for delivering clinical supervision of the NSW QLife project, staff and volunteers, represents NSW on the national Supervisors group, informs policy writing and advises the NSW team on best practice for service delivery. |
| Rate of pay:           | Negotiable, based on experience   |
| Hours of work:         | Approximately 5 hours per month   |
| Contract length:       | 12 months   |
| Position review:       | Annually  |

### About Twenty10 and QLife

Twenty10 inc. GLCS NSW is the New South Wales provider for the national QLife service. QLife is Australia's first nationally-oriented counselling and referral service for people who are lesbian, gay, bisexual, trans, and/or intersex (LGBTI). QLife provides nationwide, early intervention, peer supported telephone and web based services to people of all ages across the full breadth of people's bodies, genders, relationships, sexualities, and lived experiences.

QLife operates as consortium with the National LGBTI Health Alliance (National), Twenty10 inc. GLCS NSW (NSW), Diverse Voices (QLD), Switchboard (VIC) and Living Proud (WA).

QLife NSW operates from the Twenty10 inc. GLCS NSW offices in Chippendale.

## Summary of Position

Paid and volunteer counsellors within the QLife project are the first point of contact for phone, web chat and email services to people seeking brief and anonymous frontline support and referral.

As Clinical Supervisor, you will conduct regular group supervision with paid and volunteer counsellors, participate in the national supervisor's working group via teleconference, contribute to national and local policy development and advise on current best practice.

Funding for this position is delivered through QLife National.

This post is a contracted position with an estimated number of hours per year:

Group supervision: 2 hours per month x 12 = 24 hours

Supervisors Working Group: 3 hours x 6 = 18 hours (approximate)

Qlife NSW meetings and admin: 12 hours (approximate)

Approximately 4-5 hours per month

Additional debrief or individual sessions may be offered to paid staff or volunteers as required. Supervision is generally offered in the evenings or rarely on weekends.

## Duties

### Quality Service Provision

Provide culturally appropriate support for the paid and volunteer counsellors to ensure continued success in the provision of peer-based, anonymous telephone and webchat support services.

Provide support to paid and volunteer counsellors through professional development and debrief opportunities within both formal and informal settings (as required).

Participate as part of the project team to support the needs of the organisation.

Communicate regularly with the Co-Executive Director and the Volunteer and Community Education Officer with key themes, issues and recommendations.

Participate in team discussions and emails, and feed up and down for both local and national needs, providing feedback to help inform local and national practice.

Work to all quality standards, the vision and guiding principles of Twenty10 inc. GLCS NSW and our policy and procedures including the Risk and Compliance framework. Every member of the Twenty10 team is involved in achieving this aim.

Understand and demonstrate evidence-based practice in all duties of the position.

Understand, apply and participate in the development and review of policy and procedures.

Participate in individual and organisation evaluation processes.

May be called on to provide occasional critical incident debriefs on an as needed basis.

Work to all quality standards, the vision and guiding principles of Twenty10 inc. GLCS NSW and our policy and procedures including the Risk and Compliance framework. Every member of the Twenty10 team is involved in achieving this aim.

### **National Supervisor's Working Group**

Represent Twenty10 on the National QLife Supervisor's Working Group with supervisors from other states, the National Operations Manager and the National Coordinator - Clinical Practice and Development.

Participate in bi-monthly teleconferences.

Assist with the development of national QLife policies.

### **Organisation and Administration**

Respond to telephone, email communication, forwarding, delegating or replying where appropriate.

Manage personal and position related administration and document management.

Monthly reconciliation of own petty cash.

All staff may be asked to do additional duties.

### **Selection Criteria**

#### **Essential**

Current registration to provide clinical counselling supervision

Relevant tertiary qualifications in counselling, psychology or related disciplines with relevant registration

Extensive knowledge and understanding of issues impacting LGBTIQA communities

Excellent communication skills including demonstrated skills and ability to communicate effectively and sensitively with people who identify as LGBTIQA

Demonstrated ability to work independently and as part of a team

Strong computer skills including MS Office and/or Google Docs

NSW Working with Children Check clearance

Current NSW Driver's license

#### **Desirable**

Group supervision and/or facilitation experience

Experience with the ethical and practical differences between telephone and web-based counselling as opposed to face to face counselling, and/or crisis intervention techniques and principles

Experience with strengths-based, client centred, trauma informed care frameworks, and/or anti-oppressive practice

Understanding of the issues impacting LGBTIQ+ people, their families and communities including social determinants of mental health