

General Manager – Counselling Services Position Description



Position title:	General Manager – Counselling Services
Position reports to:	CEO
Hours per fortnight:	76
Award:	Social, Community, Home Care and Disability Services Industry Award 2010
Salary:	Level 7.3
Location:	31-33 Tower Road, New Town, Tasmania

About the role

The General Manager – Counselling Services position is part of the leadership team within SASS, working in collaboration with, and in support of, the other members of the leadership team in the management of SASS business.

The position ensures the provision of effective systems, standards and operational business processes, as well as strategic direction, planning, support and reporting of SASS client services.

The General Manager - Counselling Services provides leadership, mentoring and support for staff, and contributes to building a team culture of collaboration, inclusion, high performance and client focused services.

They will inspire confidence and respect, exemplify sound ethical and professional standards and ensure best practice in support of fairness, accountability and compliance.

About SASS

The Sexual Assault Support Service (SASS) is a community-based support and counselling service for those who have been affected by sexual abuse. SASS also offers primary prevention education for schools, organisations, community groups and individuals.

SASS is funded by the Tasmanian Department of Communities (DoC), the Australian Department of Social Services (DSS) and the Department of Education (DoE).

There are four operational areas within the organisation: counselling services (counselling and crisis response), training, administration and finance.

SASS is a values-based organisation, and these values listed below underpin the way we work:

- client-focus
- sincerity
- collaboration
- professionalism

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As an employee of SASS, we will expect you and all staff to be committed to:

- Safeguarding children and young people. You will be required to adhere to the standards set out in our Safeguarding Children and Young People Policy with respect to keeping children and young people safe from any form of abuse. This includes mandatory reporting where required.
- Maintaining a safe and healthy work environment by working safely and adhering to all relevant policies and procedures.
- Actively engaging with regular internal and/or external supervision and professional development.
- Demonstrating professional workplace behaviours at all times in accordance with SASS's Code of Conduct and consistently adhering to organisational policies, procedures, standards and practices.

Level of responsibility

The General Manager – Counselling Services will:

- In collaboration with the CEO, provide strategic leadership and management for staff
- Develop, implement and maintain the operational plan for counselling services
- Provide high level management to ensure achievement of the SASS Strategic Plan and operational objectives
- Manage counselling services to ensure program needs, capacity implementation and outcomes are achieved
- Develop, manage and review policies, procedures, services and systems relating to counselling services
- Prepare reports and other documents relating to counselling services
- Work as a collaborative member of the SASS team
- Exercise initiative and sound judgement in setting priorities, planning and managing workload
- Adhere to all SASS policies and procedures, including the Code of Conduct.
- Exercise initiative and sound judgement where procedures are not clearly defined
- Raise issues or concerns as soon as practicable
- Provide high level advice to the CEO on all matters relating to counselling services
- Perform any other tasks assigned by the CEO from time to time

Qualifications, training and experience

Essential

- Demonstrated high level strategic, conceptual and creative skill, with proven ability to plan and prioritise complex and diverse activities and identify relevant issues

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- Demonstrated ability to develop program designs, business cases and other submissions, and to undertake program evaluation
- Experience in planning and budgeting
- Highly developed communication skills, including negotiation, motivation and influencing
- Demonstrated ability to provide supportive leadership and direction in a multidisciplinary team environment, including promoting an inclusive, positive and high performing team culture and developing staff to their full potential
- Understanding of issues associated with sexual assault
- A commitment to social justice
- A National Police Check
- Working With Children Registration
- COVID vaccinations
- Current drivers' licence

Desirable

- Relevant post-graduate qualification

Selection criteria

The following knowledge, skills, and experience are required for the position of General Manager - Counselling Services:

1. Extensive senior management experience within a team environment
2. Excellent leadership skills and demonstrated experience in strategic planning and program management including planning, implementation, quality improvement and evaluation
3. Budget preparation, review and monitoring skills
4. Demonstrated ability to build a positive, respectful, people-centred culture and provide support for staff in an individual, team and organisational context, particularly in periods of change
5. Highly developed oral, written and interpersonal communication skills
6. High level problem solving/analytical abilities
7. Knowledge and understanding of issues relating to sexual assault and how they may impact on victim/survivors' lives, as well as community attitudes about sexual assault
8. Knowledge and understanding of frameworks of ethical practice; confidentiality; the requirements of mandatory reporting; and relevant state and national laws.