

Position Description

Senior Clinician: Safe Haven Program

Position summary

Reporting to the Clinical Lead, the Senior Clinician role involves providing immediate trauma-informed and person-centred care to participants experiencing distress who present to the Community Safe Haven facilities. They also support clinicians, case workers and peer workers at the hub and manage day to day operational needs.

The Buttery's Community Safe Haven Program provides immediate, trauma-informed, and person-centred care to the community in Lismore, Mullumbimby, Murwillumbah and Woodburn. Compassion and an understanding of systemic and practical issues such as criminal justice, trauma, homelessness, mental health, alcohol and other drugs is essential.

Using evidence-based frameworks and training programs, The Safe Haven's range of services includes crisis response; brief intervention counselling, safety planning and support for individuals experiencing suicidal crisis, short term case management and referrals to immediate or ongoing support to address psychosocial needs.

In addition to this, Safe Haven provides a space for social connection and an opportunity to develop and maintain social skills through therapeutic and recreational activities such as art and craft, board games, coffee or barbeque groups or engagement with one of the Safe Haven staff.

Organisational relationships

Direct reports: Clinician, Caseworker, Peer Workers

Internal and external relationships

Internal relationships involve team and staff engagement and collaboration.

External relationships may include Healthy North Coast – Primary Health Network, NSW Local Health District and Community Managed Organisations including Mental Health Service Providers, Alcohol and other Drugs Treatment providers, Housing and Homelessness Services, Domestic Violence Services, Financial Support Services and Community Legal Support Services. Other relationships may include Families and Carers, GPs, Women's Health Services, Men's Programs and Youth Services, Employment Services, Disability Support Services, Family Services, as well as the broader community.

Responsibilities	Outcomes
Provide Brief Interventions and Counselling	
Identify and support participants and provide guidance on the program.	Develop and maintain referral pathways for new participants.
	New participants are supported and given information about the program and assisted with developing an individual plan.
Guide participants through the Safe Haven program model.	Create a calm, safe, friendly, and welcoming space to participants, families, and carers.
	Utilise engagement and assessment skills to engage participants, build trust and rapport and identify current levels of distress.
	Employ supportive techniques and interventions with participants as required (e.g., de-escalation and grounding exercises, mindfulness to manage distress and maintain mental wellbeing).
	Develop an individual plan in collaboration with the participant.
	Crisis intervention and supportive counselling are facilitated using CBT, ACT, DBT and other emotion regulation approaches.
Identify risk and provide appropriate support	Participants are assessed in regard to risk to themselves and others and decisions are made in regard to providing support or referring to channels better equipped to provide support.
Provide a highly professional, ethical, and respectful standard of service to participants.	Therapeutic relationships with participants are developed and service delivery is respectful and professional.
Case Management	
Case manage participants in a holistic manner for optimal outcomes.	Effective case management is carried out taking into consideration different cognitive, behavioural, emotional, social, physical, and spiritual needs.
Provide support to families and stakeholders.	Families and stakeholders are referred to counselling and support services.
Manage the transition of participants after the program.	Transfer of care is insured when closing care of a participant to other stakeholders for follow up.
	Follow-up contacts with participants are organised and completed.
Staff management and roster support	
Provide support, education, and direction to hub workers.	Responsibilities are delegated to staff in line with their experience and capacity.
	Staff are empowered to take responsibility for their own roles in accordance with policy and procedures.
	Employee contribution is encouraged to promote efficiency and job satisfaction.
	Code of Conduct and policy breaches are addressed with support from the Clinical Lead and HR.

Responsibilities	Outcomes
	<p>Transparent communication is provided so absent staff are appropriately informed of organisational needs from meetings.</p> <p>Appraisals are carried out with the support of the Clinical Lead.</p> <p>The recruitment process is supported.</p>
Support the hub roster.	The Haven is adequately staffed and the Clinical Lead is informed of upcoming leave in advance (when possible) so cover can be organised.
Student placement and volunteers	
Provide support, education, and direction to students and volunteers	Feedback from students and volunteers indicates that they have benefited from their participation.
	New workers are supported to enter the sector.
	The program and participants benefit from additional support offered by students and volunteers.
Practical Support	
Participants and guests	Ensure that anyone attending the Safe Haven signs the appropriate Sign In Sheet
	All participants and guests are welcomed to the Safe Haven and provided an overview of the service, and location of facilities.
Safeguard buildings and property	Offices are locked and any computers logged off at end of opening hours.
	The site is kept in a clean and well-presented state.
Team Support and Leadership	
Participate in peer and clinical supervision processes.	There is adequate preparation and active participation in peer and clinical supervision.
	Monthly supervision with individual Team members is facilitated.
	Monthly supervision with Clinical Lead is attended.
Participate in informal and formal case conferences, staff meetings and planned meetings	There is active contribution and leadership displayed in meetings to reach key program and clinical decisions.
	Weekly Senior Clinician meetings are attended.
Work autonomously and as part of a team	A strong work ethic, respect, punctuality, and commitment to service is demonstrated to ensure all team members are well supported.
	Assigned tasks are carried out in a timely manner.
Reporting and Data Entry	
Develop Care Plans in collaboration with participants and document in Mimaso	Data entry of occasions of service to CMS are completed.
	Data entry of Community Engagement activities are completed.
Provide support and referral information.	Referral information, Safety Plans, Letters of Support and summary of care are supplied as appropriate.

Responsibilities	Outcomes
Communicate with community via Facebook in regard to program activities.	Groups and changes to program are advertised through postings after approval by the Clinical Lead.
General	
Be compliant with WHS requirements and take reasonable care to ensure your own safety and health and that of others. Abide by their duty of care provided for in the legislation. Ensure you do not place others at risk by any act or omission. Ensure you do not interfere with safety equipment.	There is demonstrated compliance with WHS requirements to ensure a safe and healthy workplace. This includes abiding by the non-smoking directive at Buttery locations.
	Any injury, hazard or illness are reported immediately, where practical, to your manager/coordinator.
	A Donesafe report is completed for all Incidents and Hazards.
Take an active role in building your resilience and preventing psychological injury. Take reasonable care for your health and safety and that of others who may be affected by your conduct.	The importance of wellbeing and self-care as a part of resilience is acknowledged. Strategies are implemented to maintain personal wellness and resilience.
	Clinical supervision or other supports are utilised, when needed.
Manage potential for vicarious trauma and maintain professional boundaries.	There is engagement with regular Clinical Supervision or EAP.
	The line manager is notified if additional supports are required.
Be compliant with codes, guidelines, policies, procedures, confidentiality requirements, legislation and Standards and proactively engage with Buttery continuous quality improvement.	Codes, guidelines, policies, procedures, confidentiality requirements, legislation, Standards and quality improvement processes are adhered to at all times. Changes and improvements are supported.
	All mandatory training programs and team meetings are attended.
	There is mandatory reporting of any suspected incidents of child abuse.
Support an environment free from discrimination, harassment, bullying and model appropriate standards of professional behaviour in the workplace.	Interactions with colleagues, participants and stakeholders are undertaken in a courteous manner.
	Cultural and linguistic and gender diversity is supported and there is evidence of efforts to encourage inclusion.
	There is positive feedback from others regarding your interactions.
Other duties relevant to the role as requested by the Clinical Lead.	

Selection criteria

Qualifications and checks

- Tertiary qualifications at university level in Counselling, Nursing, Social Work or Psychology and currently registered with appropriate peak body such as ACA, PACFA, AASW or AHPRA.
- Current and valid Driver's Licence with an ability to undertake travel around the Northern Rivers region to support other havens.
- A satisfactory Criminal Record Check and Working with Children Check
- Current COVID-19 vaccination and First Aid certificate
- Capacity to work Monday to Friday and across locations of Murwillumbah, Mullumbimby, Lismore and Woodburn.

Professional skills and experience

- Demonstrated experience in delivery of mental health and/or suicide prevention support services in a community setting.
- Demonstrated experience in undertaking risk assessments and managing crisis situations.
- Experience in providing counselling and support to individuals from a trauma-informed approach with experience providing case management for persons with complex support needs.
- Experience managing staff in a small team environment.
- Familiarity with a range of referral services across the local community
- Demonstrated proficiency using the Microsoft suite, a variety of databases and video conferencing tools such as zoom.
- Demonstrated commitment to cultural diversity, equal employment opportunity, legislative compliance and workplace health and safety.

Interpersonal skills

- Strong communication skills and the ability to collaborate as part of team.
- Ability to work autonomously and use time effectively.
- A reasonable level of resilience to manage psychosocial demands, complex clinical issues, and exposure to participants in crisis.
- Self-reflective with the ability to review own work practices and maintain boundaries.

Agreement

These conditions of employment, your duties and location may be varied by The Buttery during the term of your employment. The position description duties are to read in conjunction with the terms and conditions that form your contract of employment.

I accept and agree to the duties in this position description. I understand and agree to abide by the terms and conditions stipulated.

Signature _____

Name _____ Date _____