

Lifeline Harbour to Hawkesbury Sydney Position Description

Job title: Deputy Centre Supervisor (Digital)

Location: Gordon

Reports to: Centre Supervisor

Position Summary

The Digital Centre Supervisor is a **part-time position**, with the following key objectives:

- To facilitate the supervision, coaching and feedback to Digital Team Supporters (DTS's) and Digital Crisis Supporters (DCS's), to develop skill levels and ensure a high-quality digital crisis support service
- To work collaboratively with the Digital Service Manager (DSM) and Centre Supervisor to establish learning goals and areas for further training across DTS's and DCS's, and develop a plan for ongoing skill development
- To establish an annual Professional Development Program for the development of the Digital Service Team
- To be a champion for self-care for all Digital Team members
- To implement and promote Group Supervision for all Digital Team members?
- To be responsible for the provision of reflective practice supervision for the DCS and DTS roles, in both individual and group settings
- To deputise for the DSM and Centre Supervisors as needed e.g. to cover duties when the Manager is absent

Key Accountabilities	Tasks
Supervision	<ul style="list-style-type: none"> • Establish and maintain formal processes and strategies for effective and supportive supervision of DCS's • Design and implement Group Supervision timetable, monitor and track GS requirements completed by Digital Service team with assistance from Training and Recruitment Administrator/Practice and Accreditation Co-ordinator • Assist DTS's to develop DCS crisis support skills by providing feedback, debriefing & coaching, through formal individual & group supervision sessions • Provide assistance to DSM and Centre Supervisor as required
Development & support	<ul style="list-style-type: none"> • Establish an annual Professional Development Program, liaising with internal and external stakeholders to deliver, and with the Digital Services Administration Coordinator to schedule • Assist all DCS's and DTS's to meet defined quality activities and hours on an annual basis • Contribute as needed to the Digital team Training Program and provide support to the Training and Recruitment Coordinator • Stand in for the DSM and Centre Supervisor as required • Undertake own professional development relevant to supervision of crisis support workers • Participate in recruitment and screening activities as required

DTS and DCS Engagement and wellbeing	<ul style="list-style-type: none"> • Review documents and processes with LLA in conjunction with DSM. • Monitor and oversee DTS and DCS engagement, attendance and attrition, ensuring the follow up of paid and volunteer staff as required • Champion and promote self-care and wellbeing strategies and coach Digital Service team as a whole in their deployment and implementation • Contribute to the Crisis Support Workplace Wellness Program for the DTS's and DCS's to feel supported and connected to each other and to H2HS - from the initial application stage, throughout the training period, and during their time in service, as well as a supportive offboarding.
Standards & quality control	<ul style="list-style-type: none"> • Track and schedule Interaction Coaching Sessions (transcript reviews with integration of results into training plans • Assist DTS's and DCS's to formulate learning goals, identify areas for further training, and develop and implement a plan for ongoing skill development • Communication and inform Digital Team of Practice developments and changes • Monitor, and continually strive to improve, digital crisis support practice standards at Lifeline H2H • Understand and demonstrate appropriate ethical awareness in cases and issues such as confidentiality, boundaries and management of unwelcome callers • Contribute to the process of continuous review of service needs, quality and delivery, based on Help Seeker and Crisis Support Team needs • Ensure best practice guidelines, liaising with other Crisis Support Supervisors at other Lifeline Centres and LLA • Observe all LLH2HS and LL Australia policies and procedures (LLA Practice involvement)
Communication & liaison	<ul style="list-style-type: none"> • Maintain regular communication and consultation with the Training and Recruitment Coordinator, Digital Services Manager and Administration Coordinator • Foster strong collaborative relationships with peer HADS (Digital) Centres across the Lifeline network • Liaise with relevant internal staff e.g. the Marketing, ICT and Finance teams • Liaise with relevant external stakeholders including Lifeline Australia staff as required

Core Competencies
<p>Builds positive relationships Establishes good interpersonal relationships by working collaboratively, helping people feel valued and supported</p> <p>Demonstrates sensitivity Listens and demonstrates sensitivity in reactions to problems and ideas; shows understanding of an individual's needs and provides appropriate coaching and feedback</p> <p>Contributes to team success Actively participates as a member of the team to help achieve the goals, sharing information, offering suggestions, and building on others' ideas</p> <p>Assessment</p>

Understand how to assess crisis and identify likely mental health issues within the Crisis Support Team members. Ability to utilise a variety of intervention models to assist in the well-being of Crisis Support Team members including reflective practice

Plans and organises work

Plans courses of action for self and others to ensure that work is completed efficiently; takes a proactive approach to problems; prioritises tasks

Demonstrates adaptability

Adjusts effectively to new issues and requirements in the work environment, maintaining a constructive and positive approach; shows creativity in solutions to problems

Communicates effectively

Conveys information and ideas clearly in both verbal and written forms, in a way that engages others and ensures understanding

Technical competencies

- Ability to nurture and support volunteers
- Computer skills
- Coaching and feedback skills
- Ability to manage time effectively

Qualifications and Experience

- Relevant qualifications (or working towards relevant qualifications) in Counselling, Psychology or Social work
- Experience as a Lifeline Crisis Supporter
- Experience with Lifeline Digital Service desirable
- Previous experience in a supervisory role providing feedback, debriefing and coaching
- Experience involving management of volunteers

Manager name: _____ Signature: _____

Staff member: _____ Signature: _____

Date: _____