

Role Description: Clinical Services Supervisor

Role summary

A Supervisor of Counsellors at Lifeline Harbour to Hawkesbury Sydney is an externally contracted role for a professionally qualified Psychologist or Counsellor – see qualifications below. The Supervisor will supervise Counsellors who see a wide range of clients presenting with diverse mental health concerns. These clients are participating in individual or group counselling services at Lifeline H2HS. The Counsellors receiving supervision are registered Psychologists, Provisionally registered Psychologists, accredited Counsellors and other registered allied health professionals. The Supervisor's role is to facilitate the professional development of Counsellors and ensure that Counsellors deliver services to a high professional and ethical standard.

Responsibilities

Supervision

- Provide scheduled individual and group supervision sessions to allocated Counsellors at a location agreed with Clinical Services Coordinator
- Develop and maintain a strong supervisory alliance that provides a safe place in which the Counsellors can develop their professional skills and identity
- Monitor and ensure the proper standards of the work of the Counsellor through discussion of clinical cases
- Provide direction as to readings to enhance skills and theoretical understanding of the work.

Performance monitoring

- Be alert to performance difficulties that directly affect a Counsellor's clinical work and recommend to the Counsellor a course of action to address the difficulties
- Ensure all service delivery by the Counsellor is adequate in terms of professional standards and the protection of the health and safety of members of the public. If a Supervisor has any immediate concerns about *safety* of client or Counsellor, they will intervene immediately and report concerns to the Clinical Services Manager. If a Supervisor has concerns about a Counsellor's *functioning, development or performance*, these must be raised first with the Counsellor concerned and secondly brought to the attention of the Clinical Services Manager.

Standards

- Follow and observe the Lifeline H2HS Code of Conduct during interactions with Counsellors and all staff members
- Observe all aspects of the professional code for Counsellor-Supervisor interaction as determined by their relevant professional body
- Clearly distinguish and maintain the line between supervision and therapy.

Administrative tasks

- Attend supervision review meetings as required with Clinical Service Staff
- Document supervision sessions and maintain strict confidentiality of details and notes about Counsellors at all times.

- Return signed supervision attendance record for counsellor attendance to supervision session to the Clinical Services Coordinator on appointments email

Qualifications required

AHPRA registered Psychologist and AHPRA registered Board Supervisor, OR

PACFA registered Counsellor and accredited PACFA Supervisor