

Team Leader - Counselling Position Description

Position Title:	Team Leader - Counselling
Employment type:	0.8-1.0 EFT
Department:	Integrated Family Violence Services
Location:	1 Thomas Holmes Street Maribyrnong, and 317-319 Barkly Street, Footscray
Salary:	SCHADS Level 7, pay point dependant on experience
Reporting To:	Manager – Refuge, After-Hours and Counselling Programs
Exemption:	VCAT Exemption No. H119/2017 (subject to Equal Opportunity Act 2010) This means we can employ only women and gender diverse people, or people from a particular cultural background when required.
Child safe standard:	GenWest is a child safe organisation, in order to be a successful candidate evidence of a relevant police check and Working with Childrens Check is required (WWCC)

Why GenWest?

GenWest is the gender justice agency for the western metropolitan region of Naarm/Melbourne. All areas of GenWest operate collaboratively to deliver the organisation vision, gender equity in the west, via our purpose and values. We are a values-based organisation with Freedom, Creativity, Connection, Love, and Resistance underpinning everything we do.

About the Role

The counselling program at GenWest provides individual counselling and therapeutic group work to children and young people in the western metropolitan region to help them make sense of, and recover, from family violence.

The Team Leader – Counselling provides leadership and operational oversight to ensure the delivery of high-quality therapeutic services for children and young people impacted by family violence. This role leads and supports a team of specialist Children’s Counsellors to deliver developmentally responsive, evidence-informed interventions that foster safety, healing, and resilience.

The Team Leader is responsible for building counsellor capability, embedding best practice in child-focused trauma recovery, and ensuring therapeutic approaches are tailored to the diverse cultural, developmental, and social needs of each child.

This role combines clinical oversight, reflective supervision, and operational management to sustain a service environment that is safe, creative, and responsive to children’s voices and lived

experiences. Working within GenWest's values and therapeutic frameworks, the Team Leader ensures services are aligned with the MARAM Framework, Child Safe Standards, and relevant practice guidelines.

Role Duties/Responsibilities/Tasks

As a Team Leader you will be responsible for:

- Managing leading and developing a team of children's counsellors, fostering professional growth and a positive and resilient team culture.
- Managing workloads, and addressing operational matters such as timesheets, leave and OHS concerns
- Leading case allocation, KPI tracking and quality assurance processes and monitor service data to inform continuous improvement.
- Overseeing the delivery of trauma-informed, client centred counselling and group interventions grounded in child-focussed therapeutic frameworks.
- Offering secondary consultation, risk assessment oversight and guidance on complex cases where necessary
- Ensuring compliance with organisational policies, legislative frameworks and ethical standards including child safety, confidentiality and privacy principles.
- Driving continuous quality improvement, via audits, service reviews and embedding of best practice across the team.
- Promoting strategies to ensure counselling wellbeing and sustainable service delivery
- Contributing to the development and maintenance of policies and procedures that reflect and guide the team in line with current best practice guidance, relevant legislation and professional responsibilities.
- Establishing and maintaining collaborative and productive relationships with other programs, service providers, current and potential stakeholders and agency partners to ensure effective support pathways for clients
- Working with the Manager to undertake recruitment, workload management, retention, and performance reviews of counselling staff.
- Monitoring risk to clients, staff and GenWest related to service delivery
- Maintaining regular communication and feedback with the Manager
- Being an active representative in forums, Family Violence Sector network meetings as well as interagency meetings as required
- Adhering to all Work, Health, and Safety protocols
- Adhering to the Code of Conduct at GenWest and displaying at all times workplace respect

Skills, Qualifications & Experience

GenWest recognises that the land on which we work and provide our services always was and always will be Aboriginal land. We pay our respects to Elders past and present. We proudly acknowledge the Aboriginal and Torres Strait Islander communities across Naarm's west, their rich culture, diversity, histories and knowledge, and the contribution they make to the life of this region.

Essential

- Tertiary qualifications in social work or a related field as per the Minimum Mandatory Qualifications (MMQ)
- 5-7 years' experience in the community services sector, with experience in the family violence sector, that includes experience in child development, trauma-informed therapeutic practice
- Possess a minimum of 3 years' experience in a leadership role
- Knowledge of key legislative and policy frameworks and practice relevant to family violence.
- Highly developed interpersonal and communication skills, both written and verbal
- Working with Children's check
- Police check (and international police check if lived overseas for a year or more in the last 10 years)
- Current drivers licence

Preferred

- Clinical training in creative modalities for children including art therapy, play therapy music therapy, drama therapy.
- Displays ethical and authentic leadership style
- Demonstrated experience working within a crisis or refuge environment including effective collaboration across programs.

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