

# 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.

Using evidence-based frameworks and training programs, The Safe Haven's range of services includes crisis response, counselling, connection case management, referrals and structured support to address ongoing needs, including mental health, drug and alcohol issues, housing, finances, relationships, employment, disaster recovery initiatives and supports.

### 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 mental health service providers, alcohol, and other drugs organisations LHD, PHN and NGO's, families and carers, Primary Health Network professionals, clinicians, GP's, agents for housing, and the broader community.

Responsibilities	Outcomes
<b>Provide Brief Interventions and Counselling</b>	
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 if required provided with individual care plans.
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 a care plan in collaboration with the participant.
	Crisis intervention and supportive counselling are facilitated using CBT, ACT, DBT and other emotion regulation approaches.
Provide a highly professional, ethical, and respectful standard of service to participants.	Feedback from participants indicated that the relationship is respectful and professional.
Manage vicarious trauma and professional boundaries and burn out.	Ensure engagement with regular Clinical Supervision or EAP and notify line manger if needing additional supports.
<b>Case Management</b>	
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 Family Support counselling and other outreach services as appropriate.
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.
<b>Staff management and roster support</b>	
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.
	Transparent communication is provided so absent staff are appropriately informed of organisational needs from meetings.
	Appraisals are carried out with the support of the Clinical Lead.
Support the hub roster.	Two staff are rostered on at all times to support participants in line with contractual requirements. Back up staff are contacted to cover leave.
<b>Practical Support</b>	
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.

<b>Team Support and Leadership</b>	
Participate in peer and clinical supervision processes	There is adequate preparation and active participation in peer and clinical supervision.
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.
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.
<b>Reporting and Data Entry</b>	
Provide timely reports as required	Participant records are maintained in alignment with legislation.
	Data entry of occasions of service to CMS is completed.
Provide support and referral information	Care Plans are developed in collaboration with participants.
	Referral information, documents and care plans are supplied as appropriate.
<b>General</b>	
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.
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.
Be compliant with codes, guidelines, policies, procedures, legislation, and Standards and proactively engage with Buttery continuous quality improvement.	Codes, guidelines, policies, procedures, 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.
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 diversity is taken into consideration.
	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 qualification at university level in Counselling, Nursing, Social Work or Psychology and registered with Australian Counselling Association (ACA) or Australian Health Practitioner Regulation Agency (AHPRA).
- Capacity to work outside of normal business hours (this role may require some after-hours and weekend work).
- Current and valid Driver's Licence with an ability to undertake regular travel around the Northern Rivers region.
- A satisfactory Criminal Record Check and Working with Children Check
- Current COVID-19 vaccination and First Aid certificate

### 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.
- Demonstrated 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 \_\_\_\_\_