



POSITION DESCRIPTION	
Job Title:	Counselling Manager - Bereavement Services
Contract:	Permanent Full Time/Part-time position
Location:	National
Reporting to:	Director of Bereavement Services
Supervises:	Bereavement Counsellors x 15
Conditions of Service:	Police Check, Working with Children Check, Referee Check

ORGANISATION

Red Nose is Australia's leading authority on safe sleeping and safe pregnancy advice and has been a key provider of bereavement support following pregnancy, infant and child loss for over 40 years. We work hard to ensure parents whose baby or infant dies suddenly or unexpectedly are able to access appropriate bereavement support and care; regardless of where they are based in Australia.

POSITION PURPOSE

The Red Nose Counselling Team provide high quality, evidence-based bereavement support to families who have experienced the death of a baby or child. The counselling services are provided across Australia and are free of charge and have no time or session limit.

Reporting to the Director of Bereavement Services, the Counselling Manager role will oversee both the operations and clinical services provided by the Bereavement Counsellors across Australia. Responsibilities include regular supervision sessions with the counsellors, identifying and responding to gaps in service delivery and need for additional training for the team, ensuring that high quality bereavement support is provided within the program framework and guidelines, and working with Bereavement Services to promote and support staff across Red Nose and the broader community.

This position will also oversee the Red Nose Intake Services who complete all new referrals for both the counselling and Hospital to Home programs and manage the counselling waitlist. The role will also hold a small caseload of clients, and be required to facilitate training sessions within the community.

KEY INTERNAL RELATIONSHIPS	KEY EXTERNAL RELATIONSHIPS
<ul style="list-style-type: none"> • Intake services Team • Hospital to Home Team • Counselling Team • Peer Support Team • Community Engagement Team 	<ul style="list-style-type: none"> • Key tertiary hospitals • Referral sources • Bereavement support agencies and groups • Community health sector

AREA OF FOCUS	KEY TASKS
Clinical	<ul style="list-style-type: none"> • To provide individual supervision to all Bereavement Counsellors on a regular basis to ensure they are providing high quality bereavement support to families engaged with the Red Nose counselling program. • Building confidence and skill within the team around supporting complex family dynamics, using role plays, case studies etc. • Support the team in ongoing professional and practice development, in meeting goals and targets, facilitating high quality work and delivering positive outcomes for bereaved families. • Implementation and ongoing oversight of the Red Nose evaluation and outcome measures framework • Management of all Red Nose counselling referrals and active management of the counselling waitlist. • Overseeing student placements and involved in the screening, onboarding and supervision of all student placements within the counselling team.
Operational	<ul style="list-style-type: none"> • Participate in regular meetings with the Director of Bereavement Services to review progress and provide/receive feedback. • Engagement with the Bereavement Service Management Team through regular meetings, and opportunities to provide support to the broader services team. • Engage the staff in annual Performance Development Plan with biannual review • Oversee all payroll requests • Involvement in budgetary review and resource allocations for the counselling team • Involvement in recruitment for the counselling team • Completion of monthly reporting to the Director of Bereavement Services. • Ensure that dealings with staff, volunteers and others are undertaken in a manner which supports and promotes the organisation's Values. • Assist in raising community awareness of the impact of pregnancy and infant loss. • Comply with the Code of Conduct, OHS, Bullying and Harassment; and other organisational and HR Policy and Procedures including those of partnering organisations by promoting and contributing to a safe, secure environment for staff, volunteers and visitors.

QUALIFICATIONS, EXPERIENCE AND TECHNICAL EXPERTISE

<p>Essential</p>	<ul style="list-style-type: none"> • Minimum Bachelor or higher degree in psychology, social work, counselling or related fields. • A minimum of 3 years counselling experience • Demonstrated experience providing supervision to clinical staff • Demonstrated experience in direct line management of team members • In depth understanding of grief, loss, and bereavement • Strong written/verbal communication and presentation skills • Ability to understand the complex journey grieving parents undertake when they experience the death of a baby. • Demonstrated knowledge and experience in developing strong working relationships with external stakeholders (i.e. hospitals, government etc) • Highly developed interpersonal skills appropriate to establishing and maintaining effective working relationships with staff, and the wider Health Services community. • Clear understanding of, and personal commitment to, the purpose & values of Red Nose Australia.
<p>Desirable</p>	<ul style="list-style-type: none"> • Professional development in bereavement, grief and loss and/or parental grief • Registered supervisor in the field of psychology, social work or counselling • Experience in performance management • Experience in implementing student placement program within a not for profit setting • Enthusiasm and experience towards providing training and education to the broader community within the area of grief and loss. • Understanding of evaluation frameworks within the clinical setting and demonstrated experience implementing outcome measures and evaluations.

PERSONAL ATTRIBUTES

<p>Essential</p>	<ul style="list-style-type: none"> ➤ Welcoming – creating spaces of comfort, collaboration and belonging ➤ Courageous – comfortable with the uncomfortable. Willing to have a go, identify mistakes and learn from them ➤ Accountable – demonstrating integrity in everything you do ➤ Respectful – valuing the contributions of all ➤ Everyone together– working with passion for our cause ➤ Resilient – the ability to work through, withstand and recover quickly from difficult situations.
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QUALITY, SAFETY & IMPROVEMENT

	<p>Red Nose employees have a responsibility and accountability to contribute to the organisation's commitment to Quality, Safety and Improvement by:</p>
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	<ul style="list-style-type: none"> • Acting in accordance and complying with all relevant Safety and Quality policies and procedures • Identifying risks, reporting and being actively involved in risk mitigation strategies • Participating in and actively contributing to quality improvement programs • Complying with all relevant clinical and/or competency standards • Complying with the principles of Patient and Family Centred Care that relate to this position.
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CHECKS – EMPLOYMENT SUBJECT TO:

Essential	<ul style="list-style-type: none"> • Police Record Check • Working with Children Check • Driver's Licence
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