



POSITION DESCRIPTION

Job Title:	Clinical Supervisor
Classification:	SCHADS Level 6
Business Unit:	Bereavement Services
Reports To:	National Counselling Manager
Supervisees:	Bereavement Counsellors
Employment type	Part-time (0.6 FTE, 22.8 hours max term)
End date:	October 2026
PD created/updated:	8 October 2025

About Red Nose

Red Nose is a national charity working to save little lives through research and education and to support families impacted by the death of a baby or child during pregnancy, infancy, and early childhood.

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.

Our Bereavement Services Team provides specialised bereavement support free of charge to any person affected by the sudden and unexpected death of a baby or child during pregnancy, birth, infancy, or childhood. This includes professional counselling, support groups, peer support, our 24/7 Support Line, and other community-based support activities. The Red Nose Counselling Team provide high quality, evidence-based bereavement support to families who have experienced the death of a baby or child.

Position Purpose

Reporting to the National Counselling Manager, the Clinical Supervisor oversees the clinical work of Red Nose counsellors, ensuring high quality bereavement support within the program framework and guidelines.

Key responsibilities include:

- Providing regular supervision sessions and professional development for counsellors,
- Identifying and addressing gaps in practice or training,
- Delivering training and education in internal and external settings, and
- Supporting program operations and administration in partnership with the National Counselling Manager.

Key Internal Relationships	Key External Relationships
<ul style="list-style-type: none">• Counselling Team• Intake Team• Peer Support Team• Education Team	<ul style="list-style-type: none">• Referral Services• Bereavement support agencies and groups• Key tertiary hospitals• Funeral industry• Community health sector

<ul style="list-style-type: none"> Marketing, Communications & Fundraising Teams 	<ul style="list-style-type: none"> Local community organisations
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Area of Focus	Key Responsibilities	Key performance measures
Supervision and Clinical Leadership	<ul style="list-style-type: none"> Provide individual supervision to Red Nose Bereavement Counsellors (minimum monthly) in line with the Bereavement Services Supervision Policy and Procedure. Mentor and develop counsellors, building confidence and skills in supporting complex family dynamics through role plays, case studies, reflective practice etc. Support the team in ongoing professional and practice development, helping them meet goals and targets, maintain high quality work and deliver positive outcomes for bereaved families. Identify gaps in confidence and competence and organise, develop, and facilitate targeted professional development. Lead and participate in the onboarding of new bereavement counsellors, ensuring they understand the program framework and feel supported in their role. Encourage integration of the counselling staff into the broader Red Nose Bereavement Services team through formal and informal connection opportunities. Participate in regular meetings with the National Counselling Manager to review team progress, discuss risks and support needs, and provide/receive feedback. 	<ul style="list-style-type: none"> Supervision is provided monthly and in line with Red Nose policy Counsellors report increased confidence, competence and support through supervision and mentoring Professional development needs are identified and addressed New counsellors are onboarded effectively and integrate into the team Education sessions and resources are accurate, professional and well-received. Client caseload and records meet quality and compliance standards Mandatory staff compliance is maintained.
Service Promotion and Education	<ul style="list-style-type: none"> Develop and maintain effective working relationships with referral sources, bereavement support agencies and groups, including health and emergency service personnel. Professionally deliver Red Nose bereavement service promotion and education presentations. Assist in raising community awareness of the impact of pregnancy and infant loss. Support the Red Nose Communications Team in reviewing grief and loss resources to ensure accuracy and relevancy. Contribute to the development, facilitation and evaluation of Red Nose's grief and loss training and intellectual property 	
Operational	<ul style="list-style-type: none"> Maintain a small client caseload (approximately 5 clients), modelling best practice in bereavement care. 	

	<ul style="list-style-type: none"> • Complete accurate, timely and compliant client notes and reporting. • Support the implementation of the Bereavement Services Model of Care and relevant policies and procedures. • Support the National Counselling Manager with administration, planning, and the Apricot CMS. • Ensure staff compliance requirements, including mandatory training and screening checks, are maintained • Abide by all Red Nose policies and procedures and participate in their development and review. 	
Other	<p>Red Nose employees are responsible for:</p> <ul style="list-style-type: none"> • Completing all required training to understand and accurately use Red Nose systems, processes, and tools. • Engaging in ongoing professional development to build expertise and support organisational goals. • Contributing to a collaborative, high-performing and supportive team culture • Working collaboratively with colleagues and stakeholders to achieve team and organisational objectives. • Adapting to changing priorities and tasks to meet organisational needs. • Demonstrating behaviour consistent with Red Nose's values, policies and organisational goals. • Completing administrative and operational tasks accurately and efficiently. • Using Red Nose resources efficiently, minimising wastage and cost. 	

Qualifications and Experience	
Essential	<ul style="list-style-type: none"> • Bachelor degree or higher in psychology, social work, counselling or related field. • Registration with the Psychotherapy and Counselling Federation of Australia (PACFA), Australian Association of Social Workers (AASW), Australian Psychology Society (APS), the Australian Counsellors Association (ACA) or Australian Health Practitioner Regulation Agency (AHPRA) or equivalent overseas entity. • Minimum 5 years' experience in a healthcare or community support environment delivering high quality counselling services • Demonstrated experience providing clinical supervision • Recent (within 5 years) professional development in clinical supervision. • Demonstrated understanding of the complex journey grieving parents undertake when they experience the death of a baby. • Experience working in a hospital setting or in collaboration with health professionals. • Experience in grief and loss service delivery, including provision of training/education in the healthcare sector. • Experience in supporting clients presenting with significant risk factors or complex needs. • Experience working within Client Management Systems (CMS).
Desirable	<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. • Post qualification in Bereavement Counselling. • Certification as a Certified Bereavement Practitioner (CBP) or equivalent

	<ul style="list-style-type: none"> Demonstrated experience with trauma counselling in a variety of settings, for example individuals, couples, children, young people, families and groups.
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Skills & Technical Expertise	
Essential	<ul style="list-style-type: none"> Highly developed interpersonal skills appropriate to establishing and maintaining effective working relationships across diverse stakeholders Strong presentation skills and the ability to develop educational material, deliver training and education and support other staff with the same. Demonstrated ability to engage with families with specific needs, including Aboriginal and Torres Strait Islander families, culturally diverse communities, LGBTIQ+ families, and those experiencing social or economic disadvantage. Demonstrated ability to work with bereaved clients with complex needs. Comprehensive understanding of grief and bereavement literature and evidence-based practice. Knowledge of contemporary grief and bereavement models/theories for practice. Knowledge of current practice standards in counselling and support settings. Strong clinical application of grief and bereavement models. Proficiency in Microsoft Office, email, and web-based programs, with the ability to learn new systems quickly. Demonstrable ability to develop a positive local culture that aligns with organisational values and which fosters accountability, innovation and continuous improvement. Proven ability to achieve outcomes and deliver on commitments. Effective caseload management and the ability to balance multiple priorities
Desirable	<ul style="list-style-type: none"> Experience providing training and education to the broader community in grief and loss. Understanding of evaluation frameworks in clinical settings and experience implementing outcome measures and evaluations. Experience working with Feedback Informed Treatment (FIT) or a willingness to learn and implement it into counselling practice.

Personal Attributes	
Essential	<ul style="list-style-type: none"> An individual who works as part of a team and promotes the efforts and achievements of other staff and colleagues.
	<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 together with passion for our cause

Safety, Quality and Improvement	
Essential	<p>All Red Nose employees have a responsibility and accountability to contribute to the organisation's commitment to Quality, Safety and Improvement by:</p> <ul style="list-style-type: none"> Exercising a duty of care for their own health and safety and that of others. Complying with all relevant safety, quality, privacy and data security policies, procedures and legislation. Identifying and reporting risks promptly and participating in risk mitigation. Engaging in quality improvement initiatives. Demonstrating culturally competent practices that respect and meet the needs of all people, including Aboriginal and Torres Strait Islander peoples. Completing all required safety and quality training.

	<ul style="list-style-type: none"> • Adhering to all relevant clinical and competency standards. • Using person-centred approaches where relevant to their role. • Keeping all required certifications, licences, qualifications and screening check requirements up to date.
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Employment in this role is subject to the following additional requirements

- Willingness and ability to travel interstate when required
- Ability to occasionally work outside standard hours to attend events, training or meetings (as agreed in advance)
- Current and ongoing clearance of:
 - National Police Check
 - Working with Children Check
 - Work Rights Check

Authorisation

Position authorised by: Rachel Fcinus, Director Bereavement Services

Employee signature: