



# Job Description Form

## 002813, 008398 **Team Manager**

### Family Violence Service

#### Position details

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Classification Level: Level 3 Specified Callings

Award/Agreement: *Public Service Award 1992 and Government Officers Salaries Allowances and Conditions Award 1989*

Position Status: Permanent

Organisation Unit: Court and Tribunal Services, Court Counselling and Support Services

Physical Location: Perth Metropolitan Area

#### Reporting relationships

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Responsible to: 001244 Director Court Counselling and Support Services – Level 9

**This position: 002813 Team Manager – Level 3 Specified Callings**

**008398 Team Manager– Level 3 Specified Callings**

Direct reports: 6 x Family Violence Workers – Level 4

6 x Senior Family Violence Workers – Level 2 Specified Callings

#### Overview of the position

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Court Counselling and Support Services is accountable for supporting the Court and Tribunal Service outputs related to:

- Judiciary and judicial support,
- Case processing
- Enforcement of criminal and civil court orders
- Administration of victim support and counselling services.

The Team Manager supports the Director Court Counselling and Support Services in the leadership and management of the Directorate; and provides the strategic direction and leadership for, and management of, the Family Violence Service.

## **Job description**

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As part of Court Counselling and Support Services, the Team Manager will be expected to:

- Work to improve communication and model integrity and respect in all interactions.
- Operate within the Department's Corporate Governance Framework, policies and procedures and ensure effective transparency and accountability of all Department activity.
- Operate within the chain of command to coordinate activities required to meet the Department's strategic objectives.
- Work collaboratively to achieve common goals and best practice and facilitate business improvements as appropriate.
- Facilitate cultural and management reforms within the Department through leadership and engagement.
- Represent the Department's interest on committees and working groups as required.

The Team Manager is responsible for:

- Managing the Family Violence Service and the team members;
- Providing support and professional supervision to team members;
- Ensuring Family Violence Service's professional and service delivery standards are efficient and effective to the judiciary and the community;
- Providing support and assistance to victims of family violence in the court system;
- Responding to calls, queries and referrals to the Service; and
- Providing consultation, advice and liaison with stakeholders involved with Family Violence List and Family Violence Restraining Order matters.

Court Counselling and Support Services supports the principles of a Child Safe Organisation which values children, maintains a safety focus, responds to any disclosures, allegations or suspicions of harm, and provides positive interactions and environments for children.

## **Role specific responsibilities**

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- Assists the Director in the planning, development and maintenance of the Directorate's strategic directions and the management of change and problem resolution.
- Leads and manages the day to day operational management and administration of the Family Violence Service and develops Service Business Plans and ensures collaborative strategies across the Service.
- Provides high level specialist advice and information to the Director, professionals, organisations and various education and training forums on relevant legislation, complex victims of family violence matters and relevant processes.
- Initiates and undertakes policy development and develops strategies to address Family Violence Service provision.
- Identifies and assesses cultural issues pertinent to families affected by family violence and develops strategies to address them.
- Provides supervision to staff and quality assures content and professional integrity of documents and reports prepared by the Family Violence Workers and Senior Family Violence Workers.
- Achieves a positive and innovative organisational culture.

- Provides high level leadership in the planning, development, implementation and improvement of the Family Violence Service ensuring delivery of a high quality service within defined time frames and in compliance with legislation and Directorate policies and procedures.
- Manages complaints concerning Family Violence Service matters.
- Establishes constructive working relationships, and liaises and negotiates at management level with Government and community agencies with respect to policies and services relating to the Family Violence Service.
- Liaises with the Volunteer Coordinator in the recruitment, assessment, training and management of volunteers who deliver family violence services relevant to the Family Violence Service Teams.
- Travels to and performs duties at Court Counselling and Support Service locations as available and required.
- Undertakes special projects and any other duties as required, in accordance with strategic objectives, business plans, local workload priorities and performance management plans.

### **Role Specific Criteria**

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In the context of the roles specific responsibilities, the ability to demonstrate the following skills, knowledge and experience.

### **ELIGIBILITY**

This position is identified under Section 6 of the *Working with Children (Criminal Record Checking) Act 2004* as Child Related Work. Applicants must have a current Working with Children Check to be eligible for appointment to this position.

### **ESSENTIAL**

- Possession of a relevant tertiary qualification in Social Work with eligibility for full membership of the Australian Association of Social Workers or approved four year degree in Psychology with eligibility for registration with the Australian Health Practitioner Regulation Agency.
- Experience in leading and managing a service delivery team in a counselling and/or support services context.
- High level knowledge and skills in undertaking risk assessments, risk management, developing client plans and providing support and intervention.
- Highly developed conceptual, analytical and decision making skills and the ability to lead the formulation and review of policy.
- Highly developed and proven written, verbal and interpersonal communication skills including the demonstrated ability to initiate and maintain working relationships with team members and internal and external stakeholders.
- Proven capacity to operate strategically, plan and achieve outcomes.
- Highly developed and demonstrated knowledge, skills and experience in working with people affected by family violence and trauma, and knowledge of the dynamics of family violence victims.

### **DESIRABLE**

- Understanding of and ability to work within a court system.

**Special requirements/equipment**

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Specified Calling as per Clause 12 of the *Public Service Award 1992* and the *Government Officers Salaries Allowances and Conditions Award 1989*

**Certification**

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The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the job.

Executive Director, Court and Tribunal Services

Signature: \_\_\_\_\_ Date: 26 May 2021

HR certification date: 19 August 2021