



ZIG ZAG YOUNG WOMEN'S RESOURCE CENTRE INC

Team Leader Sexual Assault Program

POSITION DESCRIPTION

Position Title and Program Designation:	Team Leader, Sexual Assault Program
Employer:	Zig Zag Young Women's Resource Centre Inc.
Status:	Permanent Part Time
Work Hours:	64 hours (8 days) per fortnight
Pay Award and Classification:	QCSCA Award Level 6

Although there is some flexibility in working hours, according to the needs of the team, it is expected that as far as possible your position is worked 8 hours / day, 4 days per week covering the service hours of 9am – 5.00pm. Specific start and finish times and work days will be negotiated with the Manager with reference to your own needs, the needs of the Program team and the broader needs of Zig Zag. This position may occasionally require some after hours or weekend work as approved by the Manager and/or Management Committee.

FUNDING

This position is contingent on recurrent funding received for three Sexual Assault Support and Prevention Programs from the Queensland Department of Justice and Attorney-General. Should funding be discontinued employees of the service will be advised with as much notice as possible and obligations under the relevant Award/Agreement/legislation will be fulfilled. The three Sexual Assault Support and Prevention Programs that Zig Zag is funded to provide and their service locations include:

1. Wider Brisbane Region (services currently based at Camp Hill);
2. Brisbane Southwest Region (partnership services currently based at Richlands); and
3. Brisbane North Region (partnership services currently based at Nundah).

ORGANISATIONAL REPORTING

This position reports to the Zig Zag Manager, and Zig Zag Management Committee.

Positions which report to the Team Leader, Sexual Assault Program:

1. Sexual Assault Counselling and Support Worker – Camp Hill / Brisbane North
2. Sexual Assault Counselling and Support Worker – Camp Hill / Inala
3. Sexual Assault Counselling and Support Worker – Inala / Camp Hill;
4. Sexual Assault Counselling and Support Worker – Brisbane North / Camp Hill;

5. Fixed Term Contract and Relief Sexual Assault Counselling and Support Workers as required.

All employees are expected to engage in supervisory processes and to be accountable for all aspects of their work at Zig Zag.

SEXUAL ASSAULT PROGRAM TEAM OBJECTIVE

The Team Leader will work collaboratively and supportively within the Zig Zag Sexual Assault Program team in the effective delivery of information and support on issues relating to sexual assault, and in the provision of high-quality therapeutic support services to young women survivors of sexual violence. The Sexual Assault Program team achieves this through the provision of individual counselling and support, support groups, community education on the nature and dynamics of sexual assault, and the development of professional training resources on issues relating to responding appropriately to young women survivors.

POSITION OBJECTIVE

The Team Leader, Sexual Assault Program is primarily responsible for:

- Provision of internal support and supervision, and performance appraisal and planning with all staff within the Sexual Assault team;
- Coordination of the intake assessment process, waitlist and allocation for young women accessing sexual assault counselling across Zig Zag's three service sites;
- Program development, quality assurance and monitoring of service provision and activities within the Sexual Assault Program, to ensure high standards of service delivery to young women with a focus on ethical and respectful practice, confidentiality, accountability, record keeping, data collection, reporting, and evaluation;
- Develop appropriate community partnerships and networks to support effective sexual assault responses to young women; and
- Provision of brief sexual assault counselling and support to young women where appropriate and required.

All employees are required to work within the bounds set by the Zig Zag mission statement, philosophy and practice framework. All employees are required to implement and adhere to the guidance provided by Zig Zag policy and procedures. This involves a commitment to:

- Utilising feminist and social justice principles in practice;
- Working within a self-management framework;
- Actively contributing to teamwork and team care;
- Utilising collaborative decision making processes, which requires a high degree of participation, communication, and personal responsibility; and
- Utilising consultative and transparent processes.

PRIMARY DUTIES

1. Practice Supervision

- Provide monthly individual internal supervision and debriefing as required with all Sexual Assault Program staff.
- Initiate other team support activities as resources allow and as required to enhance quality service delivery to young women.

2. Managerial Supervision

- Identify organisational issues impacting on service delivery and/or on Sexual Assault Program staff, and work collaboratively to address these issues.
- Monitor the performance of Program staff and address any issues in a respectful and professional way and in a way that enhances the delivery of high quality services to young women survivors of sexual assault.
- Conduct regular performance appraisal and planning processes with all Housing Program staff.
- Ensure that input from Program staff into accountability mechanisms is acquired and recorded in a timely manner.

3. Coordination of intake, wait lists and allocation across three service sites

- With consideration to the needs of disadvantaged young women and the capacities and resources of Program staff, coordinate the counselling intake process, and wait list for all three service sites and provide input and direction regarding allocation of young women to Program staff.
- Support the development and review of outreach strategies that maximise young women's access to sexual assault services.
- Provide brief individual counselling and support where appropriate, using a flexible approach that may integrate therapeutic work, advocacy and provision of information and referrals.
- Ensure all relevant legislation, guidelines, procedures, documentation and data collection is maintained by staff for the provision of sexual assault counselling and support services.

4. Program development, quality assurance, monitoring, and evaluation of service provision

- Identify areas for continuous improvement, and work collaboratively to address these issues within the Program area.
- Ensure effective evaluation frameworks and methods are employed to appropriately measure service outcomes.
- Monitor Program budgets and expenditure in consultation with Centre Support.
- Provision of training and community education as negotiated within the team where resources allow.
- Monitor and review the development of Zig Zag's printed and digital resources.

5. Develop appropriate community partnerships and networks

- Identify opportunities to support the development of appropriate community partnerships and networks.
- Active participation in key strategic partnerships to support the development of effective sexual assault responses to young women.

6. Organisational and team participation.

Zig Zag is a feminist organisation that uses collaborative decision making processes. Many operational and service delivery-related decisions are made within the Zig Zag Program teams and the wider staff team. The Team Leader requires a high degree of skills in collaborative decision making and will be accountable to the relevant teams for decisions made at that level.

Each team member is expected to foster and maintain a supportive and open team environment through the consistent use of open and respectful communication. The Team Leader is ultimately accountable to the Manager and Management Committee of Zig Zag. The following list identifies tasks that the Team Leader, Sexual Assault Program is expected to participate in with respect to the general operations of the organisation.

6.1 Organisational Participation

- Prioritisation of participation in staff meetings.
- Active participation in monthly internal supervision and external supervision approximately every 4-6 weeks, and program team and staff team external supervision.
- Represent Zig Zag and its programs appropriately and professionally to the community.
- Advocate on behalf of Zig Zag as determined by the staff and/or Management Committee.
- Provide input into organisational systems and policy development.
- Participate in organisational planning, review and evaluation, including Strategic and Operational Planning.
- Attend Management Committee meetings as required and/or as determined within the team.
- Participate in human resource processes as required (e.g., recruitment processes, performance planning and review processes, student supervision).
- Participate in organisational team building activities as required.
- Where possible and appropriate be actively involved in project development including the acquisition of funds.

6.2 Participation in Program Team

Many of the decisions regarding the work of the Program team will take place in team meetings including case and workload management and approaches to direct service delivery. This requires that the Team Leader participate in the following:

- Regular review and development of policies and procedures directly related to the service delivery functions of the Program team.
- Active coordination of team decision-making processes including team meetings and team group supervision.
- Active embracement of a team culture that is supportive, accountable, transparent and self-reflective, and that supports a high level of ethical and responsive practice.
- Attendance at relevant training as negotiated within the team and with your supervisor.
- Participation in the evaluation and documentation of the work done by your Program team including the use of the Sexual Assault Program database.
- Provision of input into the development of funding body service agreements.
- Coordination of continuous development of data collection systems to streamline and maximise efficiency of data collection for the funding body and monthly Management Committee reports.
- Coordination of appropriate data collection and documentation of work undertaken within the Program including Program input into the Annual Report of the Association.
- Undertaking the administration responsibilities relevant to your role within the organisation.
- Participate in relevant forums and networks in relation to issues relevant to the Program team.
- Establishment of communication with relevant groups (e.g., community organisations, networks, government departments, policy units) in relation to the work of the Program team.

6.3 Participation in the Inala Management Group and the Brisbane North Sexual Assault Response Group

- Participate in regular Inala Management Group meetings for the Brisbane Southwest Support Service (BSwS), and Brisbane North Sexual Assault Response Group (BNSAR) meetings as required; and work collaboratively with our partner services to support the development of community education resources, prevention initiatives, and activities for Sexual Violence Awareness Month and Domestic Violence Prevention Month, and other key community events as identified within these regions.
- Provide relevant information and support to assist the BSwS service and BNSAR service to develop and promote referral pathways; to identify priority needs for response types within the community; to undertake strategic and operational planning; and to further support the development and evaluation of specialist

sexual violence service responses in the Brisbane South West and Brisbane North regions.

ESSENTIAL REQUIREMENTS

- Bachelor level qualifications in Social Work, Psychology or the Behavioural Sciences. Post-graduate qualifications will also be highly regarded.
- Current Drivers License and capacity to drive in the broader Brisbane region.
- Commission for Children and Young People – Blue Card.

KEY SELECTION CRITERIA

1. A minimum of 5 years experience in the provision of therapeutic support to women and/or young people affected by sexual assault, reflected in a high level of knowledge and skills in responding to the impacts of violent interpersonal trauma.
2. A minimum of 2 years experience in the provision of professional and line management supervision to staff undertaking direct work with women / young people with high and complex support needs.
3. Demonstrated commitment to work within Zig Zag's stated aims and values, including an understanding of feminist and social justice principles as they relate to practice.
4. A demonstrated high level of interpersonal communication and negotiating skills, including a commitment to self-reflective processes, collaborative decision making and to transparent and accountable communication styles.
5. A demonstrated understanding of issues relevant to young women from diverse backgrounds, including broad knowledge on the social factors impacting on young women experiencing disadvantage and marginalisation.
6. Demonstrated time management skills, administrative, and organisational planning skills, and the flexibility to work effectively as either an autonomous worker or as part of a team.