

## Team Manager

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### Job tasks and responsibilities

We have exciting opportunities for two professional Team Managers to join our social health enterprise.

Your role is to provide professional, specialist leadership and performance support to a highly-skilled team of counsellors who, in-turn, provide a service to clients via telephone, web chat and video modalities.

The Team Managers will also ensure that the day to day operations of the centre are administered effectively, tending to clinical issues as they arise.

This role will involve shift work to cover the 24/7 nature of our business, and will attract the applicable penalty rates and additional entitlements.

### Selection Criteria

To be considered for this role, you must have:

- Tertiary degree\* min 3yrs in a relevant discipline, or Tertiary degree min 3yrs plus a post graduate degree/diploma in a relevant discipline
- Knowledge of and experience in crisis counselling and suicide prevention
- High level of computer literacy with the ability to pick up new programs and systems quickly
- Ability to effectively lead people including the ability to influence and motivate others
- Able to coach staff and deliver both positive and negative feedback constructively
- Effective listening skills
- Calmness and resilience
- Good planning and organising skills
- Good communication skills (verbal and written)
- Be receptive to feedback and apply reflective practice to improve own performance
- Ability to communicate process, procedure and technical information to team members with different levels of operational understanding
- Flexibility, able to work under pressure and prioritise competing demands.

*\*Note: tertiary degree is Bachelor level, and a relevant discipline is Psychology, Social Work, Counselling, Social Science or Welfare Studies*

### Successful applicants will need to provide a:

- National Police Check
- Working with Children Check
- Current first Aid and CPR certifications

### Salary and benefits

- Salary in accordance with the SCHADS Award Level 7
- 9.5% Superannuation
- 5 weeks' annual leave with annual leave loading
- Tax savings through attractive salary packaging benefits.

### To apply

You must have an ongoing legal right to work in Australia (e.g. citizen or permanent visa)

All applications are to be sent to [hr@ontheline.org.au](mailto:hr@ontheline.org.au)