

## POSITION DESCRIPTION

### COUNSELLING MANAGER

<b>Location:</b>	An Office of Genesis Youth Trust and any other reasonably designated place of work		
<b>Reports to:</b>	General Manager Operations	<b>Direct Reports:</b>	Counselling Staff
<b>Purpose of the Position:</b>	The purpose of this position is to lead and oversee the provision of appropriate, relevant and professional counselling services to Genesis Youth Trust clients; thereby enabling recidivist youth offenders to profoundly transform their lives for the benefit of themselves, their whanau and their community.		

### STRATEGIC HEARTBEAT & PURPOSE

Having a heart for youth that offers HOPE and RESTORATION for youth offenders and their families in the wider Auckland Region.

### ESSENTIAL VALUES

- SERVANTHOOD – serving others in humility and with compassion
- UNCONDITIONAL LOVE – being non-judgmental and respectful
- TRUST & INTEGRITY – building relationships based on trust and impeccable integrity
- ACTION FOCUSED – doing what matters, putting first things first
- TEAMWORK – being a supportive, productive and united team
- EXCELLENCE – providing a professional, sustainable and customised service

### ESSENTIAL COMPETENCIES

#### 1. LEADERSHIP AND TEAM MANAGEMENT

Demonstrates a proven ability to lead by example, with integrity, professionalism, creativity, initiative and discipline. Able to fulfil and meet contractual obligations and operational plans. Demonstrates experience in staff management including: supervision and training and development of staff. Shows the ability to recruit, maintain and develop a team of counsellors to work with at-risk young people.

Has a complete understanding of the YLS/CMI assessment tool and its application to Genesis interventions.

Can show a track record of leading and managing a high performing team to meet contractual and operational requirements.

#### 2. ADMINISTRATION

Proven experience in report writing and database management. Shows the ability to develop high standard processes and procedures, professional content for promotional material, understanding of budgets and displays excellent time management and planning skills.

#### 3. COUNSELLING AND PARENTING PROGRAMME DEVELOPMENT

Proven ability to lead, manage and supervise Counselling staff in the development and implementation of professional, effective, innovative and ethical counselling programmes, family therapy, and parenting/youth education programmes.

A proven desire and passion to deliver outstanding outcomes using creative & best practice approaches.

#### 4. CULTURAL AND TREATY AWARENESS

Demonstrates a good understanding of Te Tiriti o Waitangi and its application in a counselling context. Demonstrates an ability to work successfully with Maori and Pacific families to effect positive change.

#### 5. BUILDING PARTNERSHIPS

Demonstrates an ability to work co-operatively with others to build partnerships and achieve desired outcomes. Actively networking, creating and maintaining relationships that inspire trust amongst all stakeholders, especially Genesis co-workers and Police Youth Aid, in order to share information and co-ordinate action effectively.

## PERSON REQUIREMENTS

- Holds a Counselling qualification or equivalent degree and registered with professional counselling body (or pending registration)
- Counselling experience, preferably with the additional experience of parenting programmes and family services
- Have a full and clean driver's license.
- Holds a current first aid certificate

## KEY ACCOUNTABILITIES

### 6. SERVICE DELIVERY

- Has a complete understanding of the YLS/CMI assessment tool and its application to Genesis interventions through Counselling and Parenting programmes.
- Ensures fulfilment of contractual counselling obligations of government, corporate and philanthropic funding
- Ensure the cultural responsiveness of the Counselling team is appropriate in all undertakings in accordance with Te Tiriti o Waitangi
- Serve as a proactive member of the Management Team to outwork the Genesis Operational Plan
- Develop a best practice Counselling Service, including parenting programmes and family services across all Genesis operational sites in alignment with Genesis policies and procedures
- Work with management and staff to develop and implement ongoing evaluation processes and procedures
- Ensure all Counselling staff understand and adhere to the Genesis policies and procedures at all times
- Contribute to gaining sustainable funding opportunities for the Counselling Service
- Foster a safe environment by integrating safety and health into all aspects of work practices and places of work.
- All other reasonable duties requested from time to time

### 7. ADMINISTRATION

- Publish professional and timely monthly reports to Genesis GM or as requested for audit and contractual purposes
- Communicate fortnightly progress reports to Genesis GM and management team
- Develop or review all Counselling service process and procedures and assist management with relevant policies to be documented and implemented into the Genesis business process management system, Promapp
- Drive continual service excellence by using and maintaining the Promapp system
- Ensure all relevant data is entered into Exess, our Client Management System, on a daily basis
- Assist Genesis Administration with programme data as required such as completed questionnaires and evaluation feedback
- Manage and collate appropriate data for both reporting and evaluation purposes
- Forecast and provide annual budget for programme delivery to Genesis Business Manager
- Liaise regularly with the Business Manager to ensure the Counselling Service keeps within allocated budgets and provides all necessary documentation for audit purposes
- Coordinate and provide Counselling services content for promotional material such as YouTube Channel, Web page, Facebook, Annual Report and service information booklet and brochures to the Business Manager

### 8. TEAM MANAGEMENT

- Manage and delegate appropriate responsibilities and referrals to Counselling staff
- Oversee training and development of Counsellors in coordination with the Clinical Manager
- Provide ongoing supervision and evaluation of all Counselling staff to ensure safe and best practice as outlined in Genesis policies and procedures
- Link Counselling staff KRI's with performance appraisals and contract outcomes
- Develop Counselling staff accountabilities through regular reporting
- Ensure that Counselling staff meet programme operational goals
- Work with Counselling staff to develop culturally responsive, value based strategies designed to prevent and reduce the incidence of child and youth offending
- Develop and maintain a high performing team which aligns to the Genesis values
- Provide leadership and direction and act as a role model for the Genesis Counselling team
- Identify and assist in the recruitment, selection and placement of Counselling staff
- Assist in other Genesis programme functions as required, such as special events, to support programme objectives

9. **RELATIONSHIP MANAGEMENT**

- Foster positive working relationships with Genesis management team and all Genesis staff
- Take a lead role in exploring key community collaborations and developing supplemental services for client young people such as vocational training providers, secondary and tertiary institutions and potential places of employment
- Represent Genesis Youth Trust in a professional manner
- Attend relevant networking meetings with referral agencies to promote the Genesis Counselling Service
- Foster working relationships with school personnel, families, and other organisations
- Ensure all service requests and complaints are met with a professional, customer-focused and timely response following Genesis policies and procedures.

Date of Position Description:

December 2017