



Position Description Psychologist Supervisor

Job family	Specialist and Professional Services (SPS)
Workforce capability framework level	SPS 10 and BGP 8
Reporting to	Psychology Manager
Directly supervising	Psychologists and Provisional Psychologists
Date prepared	16 July 2018

Position Purpose

The Psychology Supervisor positively contributes to the educational outcomes of children with learning difficulties by having the clinical expertise and the ability to integrate psychological knowledge to inform client care pathways and service innovation within the Psychology team.

The role provides clinical guidance and leadership to a team of Psychologists and Provisional Psychologists to ensure Learning Links Psychology Services are delivered in a way that:

- Ensures an educated and systematic approach to clinical risk and quality.
- Inspires and supports others to develop a culture of innovative clinical practice.
- Sets quality targets aligned to legislation/national frameworks and clinical governance.
- Provides high quality, evidence based services at our service centres and in schools.
- Is consistent with and supportive of strategic and operational plans, policies and procedures.
- Collates, measures and evaluates clinical outcomes and identifies opportunities for service improvements.

More specifically:

- Provides regular clinical supervision and professional development as an authorised Psychology AHPRA supervisor;
- Ensures team members are appropriately skilled and competent through recruitment, induction, and ongoing learning and development, and supervision.
- Ensures the Psychology program complies with all industry and Learning Links' regulations and procedures, including measurement and quality improvement initiatives;
- Collaborates with and support school communities through consultation and professional learning;
- Delivers exceptional customer service and builds positive customer relationships and loyalty;
- Builds strong working relationships with other professionals, leaders, and support staff across the organisation;
- Strives to achieve individual and team KPIs/caseload requirements to support Learning Links' strategy for growth;
- Works flexibly across all our service centres and schools if required. This includes doing some after-hours work if needed;
- Provides direct services to clients as required.

Document Control

Completed by: Michelle, Psychology Manager	Date: 16/7/2018
Reviewed by: Simone Montgomery GM – Education and Allied Health	Date: 16/7/2018

Employee sign off and acceptance

I have read, understand, and accept the expectations of the Team Leader- Psychology Role.		
Employee:	Signature:	Date:

The statements within this PD are intended to describe the general nature and level of the work being performed. This is not an exhaustive list of all duties and responsibilities associated with the position. Management reserves the right to amend and change responsibilities to meet business and organisational needs as necessary.

Please print this page only, sign your acceptance, and return this page only to Human Resources at Learning Links

Strategic core requirements

Key responsibility areas	Capability requirements	Key performance measures
Sector and organisation purpose and values	<ul style="list-style-type: none"> Understands various environments in which the organisation operates, e.g. social, financial, and political. Comprehensive understanding of the vision, mission, values of the organisation and the supports and services provided. Demonstrates behaviour consistent with the values. Working knowledge of the strategy and objectives of the organisation and the financial imperatives under which it operates. 	<ul style="list-style-type: none"> Guides and develops psychologist by role modelling behaviour in accordance with Learning Links values, professional ethics and values, and organisational objectives. Actively works to ensure knowledge is current and up-to-date; shows application of knowledge in day to day role.
Leadership and teamwork	<ul style="list-style-type: none"> Develops plans and schedules for projects and/or service offerings. Sets objectives, shares information and recommends budgets. Ensures projects and/or service offerings meet delivery expectations/agreements. Provides day-to-day professional advice and support to other professionals. Consults on issues associated with the success of projects/services. 	<ul style="list-style-type: none"> Able to inspire, supervise and develop leadership in others to ensure the delivery of quality evidence based clinical practice. Achieves team business goals and KPIs (number of clients, revenue generation) by ensuring the clinical team is performing efficiently and effectively, and is engaged with the business goals. Ensures team members are appropriately skilled and competent through recruitment, induction, and ongoing learning and development, and supervision.
Communication	<ul style="list-style-type: none"> Uses varied communication techniques across all levels internally and externally to engender positive engaging relationships. Works consistently within necessary limits to manage relationships constructively and consistently, exercising judgement. Works to resolve conflicts in the first instance within role and functional limits; refers where appropriate. 	<ul style="list-style-type: none"> Demonstrates effective communication with clients, team members, and managers, appreciating their social, cultural, religious and ethnic backgrounds, their age, gender and abilities. Raises the profile of clinical areas and practice across the organisation and externally. Actively maintains contacts and networks internal and external to the organisation.
Customer relationships	<ul style="list-style-type: none"> Using professional skills and experience, takes responsibility and effectively deals with complex customer relationship needs and expectations. Advises on the more complex customer relationship protocols and complaint mechanisms. 	<ul style="list-style-type: none"> Establishes and maintains trust with clients and other customers and stakeholders, demonstrating integrity and authenticity. Shows flexibility and can adapt own approach to maintain effective relationships with stakeholders. Responds to customer feedback and complaints and identifies where services can be improved.

Personal accountability	<ul style="list-style-type: none"> Understands the impact of legislation and standards on work practices. Recommends changes to policies & procedures to accommodate changes in external requirements. 	<ul style="list-style-type: none"> Takes personal responsibility for keeping up to date with evidence based practice. Complies with safe work practices for self and others, and demonstrates a proactive approach to minimising risks and hazards.
	<ul style="list-style-type: none"> Demonstrates and ensures safety, financial and general accountabilities in team. Markets and promotes organisation service offerings and brand. 	<ul style="list-style-type: none"> Communicates and promotes service offerings and identifies opportunities for business growth and development. Takes appropriate action if ethics and values are compromised.
Innovation	<ul style="list-style-type: none"> Models a resourceful and adaptable approach. Applies creative and well developed problem solving skills and resources, typically within a defined area and following precedents. Identifies requirements for improvement. Recognises the potential impact of solutions on other areas and externally. 	<ul style="list-style-type: none"> Construct and share service development plans. Encourage dialogue and debate with a wide range of people. Draws on a broad body of research and integrates psychological knowledge to support clinical and service outcomes. Applies knowledge of the business, organisation, and sector to make recommendations utilising relevant clinical knowledge. Creatively suggests improvements to procedures and policies to increase the quality of service delivery.
Experience and qualifications	<ul style="list-style-type: none"> Authorised Psychologist Supervisor with AHPRA May have post graduate qualifications in a related endorsed area. Good knowledge of discipline standards required by legislation and professional bodies. 	<ul style="list-style-type: none"> Demonstrated personal qualities including: high self-awareness, acting with integrity, and continuous personal development. Demonstrated experience with working with others including developing networks, building and maintaining positive relationships, encouraging the contribution others, and working with teams. Demonstrated experience with setting direction and providing leadership by applying knowledge and evidence, making decisions, and evaluating impact. Demonstrated experience in managing services including planning, managing resources, managing people, and managing performance. Demonstrated experience in improving services including ensuring patient safety, critically evaluating, encouraging improvement and innovation, and facilitating transformation.

Functional requirements

Key responsibility areas	Capability requirements	Key performance measures
Person centred knowledge and application	<p>Using advanced professional understanding of the principles of person centred approaches, develops recommendations and implements solutions on the more complex and sensitive issues.</p> <ul style="list-style-type: none"> Identifies resource needs and assesses approaches for obtaining person centred resources and expertise. 	<ul style="list-style-type: none"> Makes realistic, evidence based, and strategically-aligned recommendations to managers.
Service outcomes, developments and evaluation	<ul style="list-style-type: none"> Assists with planning, implementation and evaluation of major service development projects. Monitors progress with the team to ensure delivery agreements are met. 	<ul style="list-style-type: none"> Creates a climate of continuous service improvement. Undertakes relevant clinical analysis, & program assessments, and gathers information to produce an evidence-based challenge to systems and processes in order to identify opportunities for service improvements. Shares good practice and systems to evaluate and measure outcomes across the team. Actively contributes to the change process that leads to improved services.
Participation and inclusion	<ul style="list-style-type: none"> Based on a person's goals and aspirations, arranges participation and inclusion. Establishes and utilises relationships to achieve access and integration, and addresses barriers to participation. Maintains regular communication with families, carers and service providers. 	<ul style="list-style-type: none"> Seeks feedback directly from clients/staff on satisfaction / participation in the decision process. Monitors and records progress on meeting the client's goals. Proactively establishes and sustains relationships and connections with other services and experts in the field.
Community engagement and education	<ul style="list-style-type: none"> Arranges and coordinates effective community engagement and education programs, including appropriate needs analyses. 	<ul style="list-style-type: none"> Builds and contributes positive relationships with other relevant organisations. Contributes positively to the organisation's clinical reputation.
Reporting, documentation and administration	<ul style="list-style-type: none"> Ensures reporting, documentation and administrative matters are efficiently dealt with. Prepares reports using specialist/ advanced professional skills and experience. Advises on systems for reporting, documentation and administration for the Psychology team. 	<ul style="list-style-type: none"> Establishes and maintains good record-keeping practices. Contributes to the implementation / regular review of client record systems and processes. Provides support to less experienced staff and is able to provide clarification on files, data, clinical information and records.

Service delivery	<ul style="list-style-type: none"> • Provides professional services in circumstances requiring effective coordination of complex issues. • Provides specialist advice and training on a range of relevant professional methodologies and other techniques requiring advanced practice. • Provides day-to-day professional advice and assistance and collaborates with professionals in other disciplines as required. Identifies improvements that are consistent with research, policies and strategic direction. • Identifies and recommends solutions to significant needs being identified by other professionals or disciplines. • Writes and presents outcomes and/or information on specific areas of experience or research. 	<ul style="list-style-type: none"> • Models through the delivery of evidence-based face to face therapeutic interventions for clients. • Uses appropriate delegation, transitions and upskilling of less experienced staff or new team members. • Provides guidance and information to senior levels on current clinical issues and practices • Utilises current research to inform service delivery and service development and improvement.
Business Development	<ul style="list-style-type: none"> • Identifies new and/or innovative business expansion and growth opportunities. • Presents organisation's services confidently. • Assists more experienced staff in negotiations on routine matters. • Assists with non-complex submissions, quotes and tenders. 	<ul style="list-style-type: none"> • Sources and inputs information to assist in the preparation of tenders, and new business proposals, by others. • Represents the organisation appropriately when working with external stakeholders.
Business Analysis & Performance	<ul style="list-style-type: none"> • Ensures required business outcomes/performance measures/KPIs/targets are understood and met. • Assists with analysis of operational and financial information relevant to determining trends and consequences, providing interpretation of causes meaningful to senior managers, and outlining needed actions. 	<ul style="list-style-type: none"> • Monitors case load, work load, and quality across the service. • Runs and compiles reports using metrics, surveys, and other tools and uses the tools/data/information as required to assist with business reporting and to identify where service can be improvement.