

## POSITION DESCRIPTION

<b>POSITION:</b>	Helpline Team Leader
<b>REPORTS TO:</b>	Helpline Service Delivery Manager
<b>DIRECT REPORTS:</b>	5-6 Helpline Counsellors
<b>BLUE KNOT VALUES:</b>	<p><b>We lead with hope</b></p> <p>With empathy, compassion and understanding, we advocate for and support people to heal and recover from complex trauma</p> <p><b>We uphold integrity</b></p> <p>As individuals and teams, we are accountable, transparent and inclusive; always delivering quality and excellence.</p> <p><b>We drive change</b></p> <p>As innovative thought leaders, we build trauma-informed communities to transform the lives of people affected by complex trauma</p>

### ABOUT THE ROLE

The Helpline Team Leader is a full-time role that supports adults impacted by the mental health effects of complex trauma, primarily related to childhood experiences and therefore enables a person-centered service delivery to meet NSQDMH standards and operational excellence within a trauma-informed and values-based framework.

The role has responsibility for leading a team of 5–6 counsellors, including all aspects of people management. Working collaboratively with the other Helpline Team Leader, the role ensures the cohesive, efficient, and effective delivery of a short-term, trauma-informed, and culturally safe counselling service via phone, webchat, and email.

The role holder is required to provide leadership, operational and clinical oversight, supervision, and support to their team, ensuring service outcomes, performance targets, operational priorities, and clinical governance standards are consistently met. A key accountability of the role is to foster a culture in which all team members

demonstrate the capabilities, performance outcomes, and behaviours required to deliver safe, high-quality service delivery. This includes supporting individual and team clinical best practice, maintaining streamlined workflows, and promoting a positive, respectful, and psychologically safe working environment for both staff and service users.

## **KEY DELIVERABLES**

### **1. Leadership, Line Management and Supervision**

- Provide day to day leadership and line management of an allocated team of Helpline counsellors.
- Contribute leadership insights, delivering consistent messaging, clarity of decision-making in collaboration with the Telehealth Leadership Team
- Conduct individual supervision, clinical case consultation, while mentoring and coaching team informed by individual and service metrics using performance tools.
- Model and uphold trauma-informed principles and Blue Knot values fostering a safe collaborative inclusive workplace culture and cohesive high-performing team
- Discuss complex staff and/or service user issues with the Service Delivery Manager as appropriate.

### **2. Service Delivery and Clinical Oversight**

- Monitor service demand, performance targets and resource allocation, adjusting schedule and targets to optimise service delivery.
- Ensure callers are provided with timely, compassionate, evidence-informed and complex trauma best practice support.
- Support counsellors to manage complex, high-risk, or escalated calls.
- Monitor calls, metrics and clinical notes for quality and adherence to the service model, NSQDMH standards, and protocols.
- Conduct clinical case reviews and lead team-based reflective practice.
- Support the development of policy, resource and practice materials aligned with trauma-informed principles.
- Provide debriefing including on call support to counsellors on weekends and public holidays as per roster.

### **3. Operational Coordination**

- Maintain accurate and timely rosters to optimise shift coverage and workflows for the efficient use of resources.
- With peer assess leave requests to ensure team coverage and meet service needs prior to approval.
- Provide operational support ensuring counsellors leverage technology to support efficiencies and comply with service practice, protocols and policies
- Support updates to and implementation of policies, frameworks and processes ensuring ethical and professional standards.
- With the Service Delivery Manager identify and address service gaps supporting continuous improvement initiatives monitoring service quality through data-driven insights
- Maintain comprehensive accurate reports ensuring team members complete accurate clinical notes and data records to enable team-level data, insights, or trends.
- Participate in operational meetings, planning activities, and service development projects as required.

### **4. People Development & Wellbeing**

- Foster a culture in which all team members understand and demonstrate the capabilities, performance outcomes, and behaviours required to deliver safe, high-quality services.
- Undertake all people management activities for direct reports in line with published policies, procedures and organisational direction.
- Support recruitment, onboarding, induction and training of new counsellors while building capability of team through coaching and mentoring.
- Identify individual development needs of counsellors, recommend development activities, and facilitate access to relevant training and development.
- Monitor and proactively address individual and team performance development needs through development and performance activities and feedback loops supporting both team and service enablement and professional growth.
- Promote self-care, monitor and support wellbeing strategies identifying and mitigating risks of vicarious trauma and burnout early.
- Respond to early signs of team distress, fatigue, or disengagement.

## **5. Quality, Risk & Compliance**

- Ensure self and team compliance with clinical governance framework, risk protocols, NSQDMH and data recording standards and legal requirements.
- Support counsellors to identify, manage and follow up on any complaints, reportable incidents, clinical risks and safety concerns in line with protocols.
- Participate in audits, evaluations, and service improvement projects.
- Champion and support reflective practice, quality improvement, person-centred care and contribute to culturally safe and inclusive practice.
- Ensure client confidentiality, professional boundaries, and ethical standards of self and team at all times.
- Participate in the ongoing improvement of the Blue Knot processes in line with trauma-informed principles, best practice and Blue Knot's purpose and values.
- Comply with information management, risk management, quality management processes, recordkeeping, privacy, confidentiality and other organisational policies and procedures.
- Meet statutory obligations as Mandatory Reporter.

## **QUALIFICATIONS & EXPERIENCE**

- 3–5 years of clinical experience in trauma-informed mental health settings, ideally working with complex trauma clients.
- 2+ years in a Team Leader role with full people management and operational coordination responsibility. Preferably with remote teams.
- Tertiary qualification in Psychology, Social Work, Counselling (or equivalent).
- Demonstrated capability in telehealth and complex trauma frameworks.
- Intermediate to advanced computer literacy. Microsoft office and Salesforce experience is highly desirable.
- Registration with a relevant professional regulatory body.

## **CORE CAPABILITIES**

- Strong leadership, people management, mentoring, and ability to lead through change with consistent delivery and positive reinforcement of leadership messaging.
- Sets clear expectations, supports accountability, and addresses performance or conduct issues appropriately.

- Monitors real-time service activity, ensures effective scheduling, and manages competing priorities.
- Makes timely and sound decisions under pressure; manages urgent service user or workforce situations calmly and effectively.
- High resilience with calm decisive decision-making including in risk and crisis contexts, identifying, managing and escalating clinical risk appropriately.
- Active listening, validation, grounding; strong risk assessment & safety planning.
- Ability to provide effective clinical supervision and reflective practice to counsellors.
- Ability to maintain boundaries, self-regulate under stress and model ethical decision making.
- Capacity to build trust; engage in shared decision-making, embrace diverse perspectives and communicate clearly ensuring consistent leadership messaging.
- Ability to manage individual and team performance, development and training needs and concerns constructively to support team capability.
- Able to give and receive feedback constructively and committed to ongoing learning and continuous improvement.
- Clear, respectful, empathic; upholds trauma-informed, organisational values and code of conduct, plus strong documentation skills.
- Adaptable and flexible, as this role and underlying processes and KPI's may change and develop in line with business needs.

### **AVAILABILITY**

- Full time role across Monday to Friday as well as on call roster on Weekends and public holidays
- A willingness to work flexibly in line with the needs of the role and the organisation.
- Our organisation works remotely; therefore, this arrangement is currently home based with a requirement to attend meetings and workshops at other locations as required. The employer reserves the right to change the location to suit the needs of the Company.

### **OTHER REQUIREMENTS**

- It is a requirement that all BKF employees have a valid and current national

police check/criminal History Check for the duration of their employment.

- This role requires a valid and current Working with Children/Vulnerable Persons clearance for the duration of their employment.
- A safe and WH&S compliant home office space with access to a reliable internet connection speed tier of NBN50 – 50/20 (or better).
- Blue Knot is a trauma-informed organisation, and it is important that behaviours, attitudes and approaches of all employees are consistently underpinned by the organisation’s values, Code of Conduct and trauma-informed principles.