

Role Description

Psychologist/Specialist

Psychologist



Cluster	Family & Community Services
Agency	Department of Family and Community Services
Division/Branch/Unit	Various
Classification/Grade/Band	Includes Psychologist and Specialist Psychologist
ANZSCO Code	1119192
Date of Approval	8 December 2017
Agency Website	www.facs.nsw.gov.au

Agency overview

The Department of Family and Community Services (FACS) directly supports approximately 800,000 people every year and reaches a further million people through local community-based programs.

Our vision is to empower all people to live fulfilling lives and achieve their potential in inclusive communities. We collaborate with government, non-government and community partners to work with children, adults, families and communities to improve lives and realise potential, with a focus on breaking, rather than managing, disadvantage.

Primary purpose of the role

Work with a variety of disciplines to deliver psychological assessment, therapeutic interventions and professional services to FACS client groups including children, young people, families and carers. Provide specialist consultation to staff and managers and assist in the development of therapeutic case plans.

FACS Psychologists are considered to be Therapeutic Specialists who are clinical experts in trauma informed therapeutic care. Therapeutic Specialists are considered to be behaviour support experts whose role is to guide assessment, develop and monitor treatment plans, equip staff through training and reflective practice sessions and collect data on outcomes.

Key accountabilities

- Conduct psychological, social, emotional, cognitive, developmental, behavioural and functional assessments to identify areas of need, develop treatment plans and provide evidence informed interventions for the client
- Deliver and evaluate therapeutic interventions including but not limited to psycho-education, counseling, behavior management, behavior support services, group interventions and other evidence based therapies to support the individual needs of the client
- Provide consultation to staff and managers, individually or as a consultant in group supervision, to assist the decision making process on psychological, developmental, emotional and behaviour management issues with a view to assist in the decision making process

- Deliver training to staff, families, carers, foster parents and external agencies in relation to trauma and other issues relevant to a child/young person’s exposure to abuse and maltreatment
- Provide clinical recommendations to internal and external parties to ensure treatment goals are facilitated and where necessary, approve referral to the external professional body to whom the case is to be outsourced
- Maintain electronic clinical records and provide written reports in line with FACS policies and professional requirements

Additional key accountability for Specialist Psychologist

- Conducts and evaluates psychological interventions at a high standard
- Adapts psychological literature for new programs, therapies or research.
- May conduct psychological research and evaluation projects for the Department as required.

Key challenges

- Working as a highly skilled practitioner within a high demand environment, across a number of casework teams and offices and ensure priority cases are addressed and timely referrals are made
- Working with children and young people who have experienced significant trauma
- In some cases working in regional and remote areas of NSW, which involves unique challenges including limited access to services and vast geographical distances
- Maintaining current knowledge of emerging good practice and professional standards and applying this in the context of FACS and government policies

Key relationships

Who	Why
Internal	
Line manager/Manager Psychological Services	<ul style="list-style-type: none"> • Direct supervisor • Seek direction, advice and support • Escalate issues, keep informed and receive feedback • Provide training and other development opportunities
Team members	<ul style="list-style-type: none"> • Peer supervision and collaboration • Provide an effective and valuable two way liaison • Partnership and consistency in psychological service delivery
Caseworkers and other child protection staff/practitioners	<ul style="list-style-type: none"> • Provide specialist and clinical advice • Receive consultations and referrals
External	
External agencies, such as the Ministry of Health, and Departments of Education, Juvenile Justice and Corrective Services. Also include other state government agencies, relevant Commonwealth agencies and non government organisations	<ul style="list-style-type: none"> • Referral to other agencies where resources are unavailable for therapeutic intervention or it is in the best interest of clients • Maintain strong contacts with key stakeholders involved in providing clinical services to FACS clients

Role dimensions

Decision making

The primary focus of the decision making is in assessing clients and determining and providing intervention services. The role has a high degree of autonomy with psychologists managing their own caseloads and assessments, including making specific recommendations for each case following their assessments. The role establishes day to day case management and referral priorities in consultation with the manager.

Psychologists who are provisionally registered are subject to professional supervision for all aspects of their clinical work as per the guidelines of the Psychology Board of Australia. Fully registered psychologists are clinically responsible for all clinical aspects of their work and report to a Manager Psychological Services.

Reporting line

All Psychologists report to a Manager Psychological Services

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

Tertiary qualifications in Psychology recognised by the Psychology Board of Australia, either:

- full registration as a Psychologist with the Psychology Board of Australia, or
- provisional registration with an ability to fulfill full registration within the relevant timeframes.

Knowledge of theoretical and therapeutic frameworks that underpin assessment and intervention in the context of child abuse/neglect

Current driver's licence

Appointments are subject to reference checks and the following pre-employment checks:

- National Criminal History Record Check in accordance with the *Disability Inclusion Act 2014*
- Working with Children Check clearance in accordance with the *Child Protection (Working with Children) Act 2012*
- FACS will also review its own records, including Helpline reports and personnel records.

Additional requirement for Specialist Psychologist

A post-graduate degree at the masters level or higher in a relevant specialist area including but not limited to clinical psychology, forensic psychology or counseling psychology

Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Intermediate
	Act with Integrity	Adept
	Manage Self	Intermediate
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Intermediate
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Foundational
	Technology	Intermediate
	Procurement and Contract Management	Foundational
	Project Management	Foundational

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework		
Group and Capability	Level	Behavioural Indicators
Personal Attributes Act with Integrity	Adept	<ul style="list-style-type: none"> • Represent the organisation in an honest, ethical and professional way and encourage others to do so • Demonstrate professionalism to support a culture of integrity within the team/unit • Set an example for others to follow and identify and explain ethical issues • Ensure that others understand the legislation and policy framework within which they operate • Act to prevent and report misconduct, illegal and inappropriate behaviour

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes Manage Self	Intermediate	<ul style="list-style-type: none"> Adapt existing skills to new situations Show commitment to achieving work goals Show awareness of own strengths and areas for growth and develop and apply new skills Seek feedback from colleagues and stakeholders Maintain own motivation when tasks become difficult
Relationships Communicate Effectively	Adept	<ul style="list-style-type: none"> Tailor communication to the audience Clearly explain complex concepts and arguments to individuals and groups Monitor own and others' non-verbal cues and adapt where necessary Create opportunities for others to be heard Actively listen to others and clarify own understanding Write fluently in a range of styles and formats
Relationships Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> Support a culture of quality customer service in the organisation Demonstrate a thorough knowledge of the services provided and relay to customers Identify and respond quickly to customer needs Consider customer service requirements and develop solutions to meet needs Resolve complex customer issues and needs Co-operate across work areas to improve outcomes for customers
Results Plan and Prioritise	Intermediate	<ul style="list-style-type: none"> Understand the team/unit objectives and align operational activities accordingly Initiate, and develop team goals and plans and use feedback to inform future planning Respond proactively to changing circumstances and adjust plans and schedules when necessary Consider the implications of immediate and longer term organisational issues and how these might impact on the achievement of team/unit goals Accommodate and respond with initiative to changing priorities and operating environments
Results Demonstrate Accountability	Intermediate	<ul style="list-style-type: none"> Take responsibility and be accountable for own actions Understand delegations and act within authority levels Identify and follow safe work practices, and be vigilant about their application by self and others Be alert to risks that might impact the completion of an activity and escalate these when identified Use financial and other resources responsibly
Business Enablers Technology	Intermediate	<ul style="list-style-type: none"> Apply computer applications that enable performance of more complex tasks Apply practical skills in the use of relevant technology Make effective use of records, information and knowledge management functions and systems

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none">• Understand and comply with information and communications security and acceptable use policies• Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies