

APPLICATION INFORMATION

CLCC Counselling and Psychology Team Leader

Applications

To apply for the role of Counselling and Psychology Team Leader, please provide your resume, and cover letter to employment@citylife.church. Applications close 14 April 2026.

Interviews may commence prior to the closing date and an appointment may be made prior to the closing date if a suitable applicant is found.

Position Description

A detailed position description is attached.

Employment Information

Salary

The salary may be discussed at the interview.

Commencement Date

It is anticipated this role will commence in April or May 2026

Please note that we are only able to accept applications from those who have Australian citizenship or a current visa with full working rights for Australia.

Acknowledgement

All applications received will be acknowledged by email. Interviews will be made by appointment.

Further Enquiries

All enquiries should be directed to Justine Fung via email employment@citylife.church or via reception on 9871 8300 during business hours.

Privacy Statement

The information that you provide on this application form will be used by CityLife Church management to assist in our assessment of your suitability or otherwise for the position being filled. This information will be kept in strict confidence and used only by those who are involved in the employment process.

For further information regarding our use of information or for a copy of the complete CityLife Church privacy policy please visit our website at <http://www.citylifechurch.com/privacy.aspx> or request a copy of our privacy policy from Reception during business hours.

Position Description

Position Title:	Counselling and Psychology Team Leader
Accountable to:	CityLife Community Care (CLCC) Director
Works closely with:	CLCC Licensees, Team Leaders, and Staff
Probation Period:	Six (6) months
Full Time Equivalent:	0.4 (Two days per week)
Budget Control:	CLCC Counselling
Staff Reporting to:	Licensee Counsellors and Psychologists
Awards:	SCHADS

MAIN DUTIES/RESPONSIBILITIES:

Manage Community Counselling and Related Services

- a) Develop and broaden CLCC's counselling, psychology, and related services to increase client numbers through networking, promotion, and advertising, including the preparation of appropriate promotional material.
- b) Oversee the delivery of CLCC's counselling and psychological services including the supporting services such as client intake and assessment, ensuring services are delivered in a timely, effective, safe, and professional manner.
- c) Work with relevant CLCC team members to provide a high standard of client intake practices and procedures, ensuring that clients are appropriately referred to counsellors and psychologists and that CS at-risk clients are sensitively assisted and all CS policies and procedures are followed.
- d) Keep abreast of the development and current issues in the counselling and psychology profession through avenues such as professional networks, and memberships, and to recommend any necessary changes.

- e) This role may include occasional recall to work overtime to provide consultation with Licensees when significant risk has been identified.

Leadership and administration

- a) Emphasis on maintaining a good rapport and a supportive relationship with all CLCC Licensees.
- b) A leader and collaborative team player who values people and relationships built both internally and externally.
- c) Work to ensure alignment with CLCC's vision, mission, values, and direction, and that all CS members are adhering to CityLife and CLCC's policies and procedures.
- d) Ensure members of the CS team are active members of a counselling or psychology body, maintain their insurance and professional indemnity coverage, and meet the expectations of the relevant professional codes of conduct.
- e) Ensure that CLCC client notes are: - clearly written, meet peak body standards of record keeping and are systematically uploaded to the client management system, in line with Licensee responsibilities and CLCC expectations.
- f) Ensure CS client- and services-related information is well maintained and up to date for operational, legal and management reporting (monthly and ad hoc) purposes in line with CLCC policy.
- g) Where appropriately agreed upon and in line with CLCC policies and procedures, debrief with and provide feedback to staff and Licensees regarding CLCC community clients.
- h) Ensure the policies and procedures relevant to CS are current and that the counseling services delivered are compliant with WHS, Risk Management and Duty-of-Care requirements.
- i) In consultation with the Director, recruit members of the team where needed.
- j) Facilitate a positive, empowering, and collaborative culture.
- k) Ensure CS client and services systems are efficient, and processes have been designed, implemented, and function effectively for all CS-related workflows.
- l) In consultation with Licensee's, organise and facilitate group learning and quarterly team meetings to encourage team learning and mutual support among counsellors and psychologists.
- m) Ensure CS client and services related information are well-maintained and managed within budgeted parameters.
- n) Work with the CLCC Leadership Team and staff by assisting in events or initiatives related to CLCC and CityLife Church, including Community Weekends, Christmas events and other fundraising or marketing activities.
- o) Where required, aid the CLCC Leadership Team in addressing management issues arising at CLCC such as any incidents/matters of concern, client complaints, person-at-risk, and WHS issues.

Safe Ministry Implementation

- a) Work with Safe Ministries Manager (CityLife Church) and CLCC Director, to oversee and implement CLCC's person-at-risk policy and procedures for the CLCC counselling and psychology team which include:
- b) Being the main contact for consulting regarding client 'person-at-risk' cases raised by any counsellors and psychologists.
- c) Ensuring risk assessments and notes have been completed for all CLCC counselling and psychology clients identified as being at serious or elevated risk; and appropriate safe steps – such as case management, decision making and referral pathways to specialist services and follow-up are established for these at-risk clients.
- d) Ensuring all CS team members complete CLCC person-at-risk policy and procedures training and compulsory CityLife policy training for child safety and family violence (provided by church).
- e) Ensure CLCC counsellors' and psychologists' notes regarding compliance to relevant to CLCC, policies and procedures, case notes, case management, etc.
- f) Work with the CLCC leadership team and CityLife Church's Safe Ministries Manager to continue to improve safe ministry practices at CLCC.
- g) *Where needed*, assist CityLife Church's Safe Ministries (in consultation with the CLCC Director). The assistance *may* include:
- h) Work in collaboration with the Safe Ministries Manager in addressing person-at-risk issues arising from the church ministry and the church congregation (only *if those people are also CLCC clients*).

SKILLS & EXPERIENCE

Qualifications & Experience:

- a) Fully qualified and practicing counsellor, therapist, or psychologist, with current professional membership; and at least five (5) years of counselling experience. Supervision qualifications are highly desirable.
- b) At least three (3) years of leadership experience required.
- c) Understanding of the church or faith-based context.
- d) Knowledge of child safety legislation, and training in family violence assessment and counselling are essential.
- e) Experience in leading and managing a team of professionals, delivering counselling or other community service, and achieving a goal/target.

Skills:

- a) Experience or demonstrated ability in assessing and consulting situations involving at-risk people, including family violence, suicide intervention, and child protection cases and committed to seeing the best outcomes for clients.
- b) Effective written and oral communications skills and administrative skills.

- c) Demonstrated people skills, a non-judgmental attitude, and ability to work effectively when dealing with people from diverse backgrounds and all walks of life.
- d) Experience in delivering therapeutic groups and training to improve wellbeing is highly desired.
- e) Demonstrated wisdom and insight in dealing with complex issues.

Key Role Outcomes and Measurements

1. **Commitment to Core Values:** Demonstrates commitment to the Core Values of CityLife Church and CityLife Community Care and acts consistently in accordance with these values. Challenges practices inconsistent with these values and uses values as a basis for managing relationships and decision-making.
2. **Contribution and teamwork to help achieve CLCC's initiative, projects, and overall goals.** Actively participates in setting and achieving annual department goals by collaborating with team members, providing innovative ideas, and implementing strategies that align with the department's objectives.
3. **Promotion, growth and development of counselling and psychology related services.**
4. **Administrative processes and procedures** for CS and Safe Ministries have been well established and adhered to by the CS team. This includes policy and procedures for CS and Safe Ministries are kept up to date and effectively implemented, and CS reports are being prepared in a timely manner.
5. **Effective management of CLCC's at-risk clients** and ensuring the CS team are effectively trained and adhere to appropriate risk-management policy and procedures.

CityLife Community Care (CLCC) is committed to promoting the safety and best interests of all children and young people accessing our services, programs, and workplace. We advise applicants that CLCC's standards of rigorous screening and ongoing supervision/accountability reflect this value. Please refer to our Child Protection Policy on our website www.citylife.care for further information.

VALUES

Mission and Vision flow out of values. Values are what we consider important and worthwhile. Commonly held CORE VALUES are the key to unity and are the foundation upon which all activity must be based. Paul encourages us to be “like-minded” and “one in spirit and purpose” (Phil.2:2). We are committed to developing and pursuing Biblical kingdom values. As staff of the church, we intend to model these values then seek to impart them to our congregation.

Core Values

(Who we are and what we’re committed to):

1. ***Jesus Christ - we are a Christian church.*** The person of Jesus Christ is central to all we do and through Him, we have relationship with God the Father and the Holy Spirit.
2. ***The Bible - we are a Bible-based church.*** We are committed to the Bible as the Word of God and our final authority for rule and practice.
3. ***The Ministry of the Holy Spirit - we are a Spirit-filled church.*** We believe that each Christian should develop the fruit of the Spirit and seek to use the gifts of the Spirit for the benefit of others.
4. ***Discipleship - we are a maturing church.*** Our goal is to help people become fully devoted followers of Jesus Christ.
5. ***Prayer - we are a praying church.*** Our goal is become a house of prayer for all nations.
6. ***Worship - we are a worshipping church.*** Our goal is to express our devotion to God through joyful praise and intimate worship.
7. ***Loving Relationships - we are a loving church.*** Our goal is to see every person loved and cared for in such a way that they feel accepted, valued and have a sense of belonging.
8. ***Servanthood - we are a serving church.*** Our goal is to see every member developing their God-given abilities and using them to serve others.
9. ***Outreach - we are an evangelistic church.*** Our goal is to reach lost people both near and far and influence our community for righteousness through evangelism, community outreach, missions and church planting.
10. ***Relevance - we are a contemporary church.*** Our goal is to present the message of Christ in a way that is meaningful to regular attenders and comprehensible to outsiders.
11. ***Diversity - we are multicultural church.*** Our goal is to bridge cultural and generational gaps to create a community where different people can relate together in a spirit of love and unity.
12. ***Excellence - we are a quality church.*** Our goal is to pursue excellence in all aspects of church life to bring glory to God.