

POSITION TITLE:	Counsellor
FTE:	Part-Time: negotiable from 0.6 to 0.8 (two positions available)
CLASSIFICATION:	3.1.2
DIVISION:	Family Health & Wellbeing
PROGRAM:	TRAK Forward – in conjunction with Anglicare
LOCATION:	Primarily located in Morwell with travel across Gippsland, as well as work performed at the request of the organisation at any Windermere and/or Anglicare location
TENURE:	Initial 12-month contract
DATE:	October 19

1. ABOUT WINDERMERE

Windermere is an independent community service organisation, working across south east Victoria to help those who need it most. Since our beginning more than 150 years ago, we have been working to create a stronger, more connected and supported community. Our support comes in many forms as we work together to find the right solutions for the many and varied complex issues faced by children, families and individuals in our community.

Our aim is to get in early by providing programs and services within five primary areas:

- Family Wellbeing to create positive behavioural changes, greater understanding and respond to violence and/or neglect
- Childhood Development, Education & Support including child care and services for children and adults with developmental delays and disability
- Assistance and support for victims of trauma, assault and/or violent crime
- Community Strengthening designed to respond quickly to critical and emerging needs.
- Homelessness services to support individuals and families to secure and maintain accommodation and to build capacity to reduce the cycle of homelessness

We believe that everyone is someone in our community and that is reflected in our approach with those we work with every day. Whilst we receive funding for some services from state and federal governments, others are funded solely by donors and sponsors to whom we are truly grateful.

2. OUR PURPOSE, VISION AND VALUES

Our Purpose:

We get in early to make a difference in the lives of individuals, families and communities

Our Vision:

A stronger, connected and supported community

Our Promise:

Our many services working together with you for a better life

3. OVERVIEW OF PROGRAM

TRAK Forward, in collaboration with partner agencies The Salvation Army, Windermere, Drummond Street and Think Grow Connect, work with adult and children victim-survivors of Family Violence; offers a range of both joint and separate therapeutic interventions, as recommended by the Family Violence Royal Commission. As part of the successful tender, Windermere will provide the Counselling component of the TRAK Forward program.

TRAK Forward will use a trauma-informed, phased based treatment framework. Women and children will have access to a therapeutic recovery worker, therapeutic safety focussed pre-work, evidence based group work, 1:1 coaching (in home or in refuge), and access to ongoing peer support. In addition the program will work with men who use violence, to be accountable for their behaviour and take steps to become a safe parent, including through links to programs that will address their behaviour.

Please note: This position forms part of the TRAK Forward team based at the Anglicare office in Morwell, and reports primarily to the Team Leader – TRAK Forward (Anglicare). Supervision will be undertaken by both the Team Leader – TRAK Forward, and Windermere Counselling Program Coordinator. Co-location at the Windermere Morwell office will occur sporadically to ensure connection with the wider Windermere team.

4. POSITION OBJECTIVES

This position is part of a program which is delivered in partnership between Anglicare Victoria, The Salvation Army, Windermere, Drummond Street and Think Grow Connect aimed to promote the recovery of parents and children who have experienced family violence. TRAK Forward will use a trauma-informed, phased based treatment framework to aid families in their recovery journey.

- a) To support the therapeutic recovery of parent/carer and children victim survivors of family violence using a trauma informed approach focused on safety, empowerment and connection.
- b) To actively engage families, who have experienced family violence in decision-making, planning and action processes applying empathy, openness and honesty in all communications and interventions. Where safe to do so, this may include working with the person using family violence.
- c) Provide a therapeutic and family focused service, working in partnership with families and other stakeholders to achieve their goals: to enhance child and adolescent development; improve family relationships and functioning, and ensuring the safety of all family members.
- d) Work with the family to empower them to manage their life situation and to take charge of their lives, including a positive engagement with their community.
- e) Participate in group work facilitation and implement evidence based group work models which aid parents, children and whole families in their recovery from trauma associated with family violence experience as required.

5. KEY RESULT AREAS, RESPONSIBILITIES AND PERFORMANCE MEASURES

Key Result Areas	Responsibilities	Performance Measures
Effective Counselling & Assessment	To provide specialised counselling to clients presenting with a history of predominantly family violence, but may include sexual assault, protective concerns, families in crisis or at risk, a variety of psychological issues or disorders including anxiety, depression or emotional difficulties.	As agreed via work plan
	Support the victim survivors of family violence using a trauma informed approach to ensure recovery includes safety, empowerment and connection.	This includes: Intake and assessment, therapeutic support and recovery planning
	Provide specialist therapeutic interventions using trauma informed counselling in one or more of the following support areas:	For group sessions, this includes coordinating all aspects of group work delivery, including promotion, referrals and assessment, co-

	<ul style="list-style-type: none"> • Group Facilitation • Family Therapy, Play Therapy and/or Child-Parent Therapy • In home (or refuge) coaching • Ongoing Peer Support group facilitation <p>Accurately assess risk particularly in relation to systemic abuse and family violence and assist parents/carers and children to develop concrete safety plans.</p> <p>Participate in intake and duty roster systems, ensuring families and service providers receive a professional, timely and supportive response to service entry.</p> <p>Provide a suite of services that respond to family's needs, drawing on the skill and expertise of the broader team to respond to infants, children, young people and parents, as well as actively engaging with male perpetrators of family violence where safe to do so, and where this maximises victim-survivor freedom and choice.</p> <p>Work effectively with Aboriginal families, families from culturally and linguistically diverse backgrounds, families living with a disability, kinship carers and grandparents, and LGBTI families.</p> <p>Participate in, and make an active commitment to the further development of a dynamic, cohesive and multidisciplinary team by actively participating in all meetings and processes, including: team meetings, intake meetings, duty system, staff development, supervision and annual reviews. Work flexible hours, beyond 9-5, to meet the needs of families.</p>	<p>facilitation arrangements, venue hire and catering.</p> <p>As agreed via work plan</p> <p>As agreed via work plan</p> <p>As agreed via work plan</p> <p>As agreed via work plan</p> <p>As agreed via work plan</p>
<p>Effective Administration</p>	<p>To undertake administrative requirements which include file management, liaison with other workers and the maintenance of</p> <p>To ensure accurate and timely data recording</p>	<p>Maintain accurate case files, including assessment documentation, case notes and treatment plans, in a manner that will meet all auditing requirements of Anglicare, Windermere and/or funding bodies.</p> <p>Data entry completed in a timely manner.</p> <p>Practice effective time management via computerised calendar</p>

<p>Organisational expectations and directives in relation to policies and procedures and the organisation's purpose, vision and values</p>	<p>Familiarise yourself with and adhere to Windermere's Policies and Procedures, including the Code of Conduct, Human Resources policies and guidelines and Occupational Health and Safety obligations</p> <p>Demonstrate dedication and commitment to work in accordance with Windermere's values and behaviours</p> <p>Attend prearranged dates scheduled for supervision and organisation wide training, including organisation forums and on line induction and be actively involved in the 6-week induction review, 3 and 6-month probationary reviews and a recurring annual performance review with the relevant supervisor</p> <p>Contribute to or participate in Continuous Quality Improvement (CQI) activities of the organisation, and will implement CQI strategies into their work practices</p> <p>Meet the challenges of change as it occurs within the service and organisation</p> <p>Attend or complete foundation and position specific training courses set by the organisation and attend or complete discretionary training as approved by the supervisor</p> <p>Actively assess, manage and where possible mitigate workplace risk including (OH+S), consumer related risk, reputation risk and personal risk.</p>	<p>Ensure policies, procedures and codes are complied with at all times</p> <p>Ensure all interactions are undertaken in accordance with the behaviours set, as outlined in the Code of Conduct</p> <p>100% attendance at performance reviews.</p> <p>Completion of induction and orientation within set timeframes.</p> <p>Positively embrace and adopt change as it occurs.</p> <p>Ensure arrangements are made so that 100% of courses are attended or completed.</p> <p>Report risk to the appropriate Windermere personnel and utilise current risk management tools and procedures available.</p> <p>Protect the rights, safety and wellbeing of children and provide a child safe environment</p>
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The employee will be expected to perform other duties outside those set in the position description as directed from time to time which are within the employee's skill, qualification, experience and competence level to meet the organisation's operational needs.

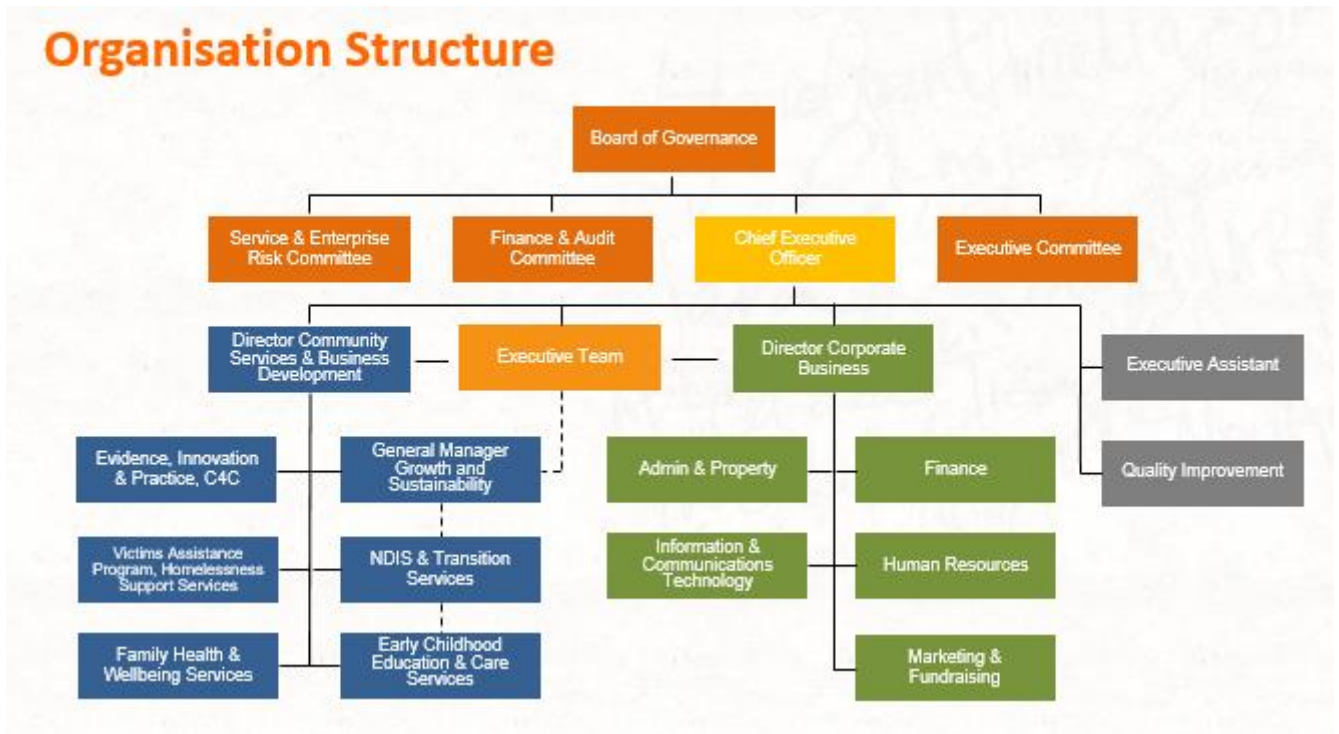
The Position Description may be amended from time to time at the organisation's discretion. Where there is inconsistency between KPI's in this Position Description and those within the Organisation Objectives, the Organisation Objectives will stand.

6. ORGANISATIONAL RELATIONSHIPS

- LINE MANAGER:** Team Leader – TRAK Forward (Anglicare)
- INDIRECT MANAGER:** Counselling Program Coordinator (Windermere)
- SUPERVISES:** N/A
- INTERNAL RELATIONSHIPS:** All Anglicare and Windermere Staff

**EXTERNAL
RELATIONSHIPS:**

All key stakeholders, other professional networks



7. KEY SELECTION CRITERIA

- Tertiary Qualified Psychologist, Family Therapist, Social Worker or Counsellor with proven experience within the trauma, family violence and/or sexual assault field.
- Knowledge and experience in the use of current and relevant theoretical frameworks in relation to working with parents and children in the context of family violence.
- Demonstrated minimum 2 years' experience in counselling
- Demonstrated knowledge of adult psychopathology, trauma & child development
- Highly developed best practice counselling skills (flexibility, innovative approaches, strengths based)
- Excellent administrative, verbal and written skills
- Current Victorian Drivers' License
- Willingness to undertake relevant pre-employment screening and checks

8. CONDITIONS OF EMPLOYMENT

The terms and conditions of employment at Windermere are in accordance with the Employment Agreement and Windermere Child and Family Services policies and procedures.

Pre-Employment Disclosure - All appointments are subject to the candidate completing a Pre-Employment Disclosure Form regarding pre-existing illnesses or conditions that may affect their ability to perform the inherent requirements of the position and consideration of the completed form by Windermere.

Medical Examination - All appointments are subject to the satisfactory completion of a pre-employment medical examination at Narre Warren Medical Centre at Windermere's expense. Windermere will be advised by the medical practitioner whether the individual is fit to perform the role. Any medical opinion obtained by Windermere in respect of an unsuccessful candidate will be destroyed at the end of the selection process. In the case of an appointee, the medical opinion obtained will be stored in a secure location.

Probationary Period - The first three (3) months of your employment is a probationary period in which either of the parties may terminate your employment on 1 days' notice in writing to the other party. At any time during, or at the end of the three-

month probationary period, the Employer may advise you as to whether and/or on what basis your employment will continue beyond the initial probationary period. A **Qualifying Period** of six (6) months applies to your employment. After the 3-month probationary period is completed, one weeks' notice is required by either party upon termination in the final 3 months of the qualifying period.

Police Record Check - All appointments are subject to a clear National Police Record Check.

Working with Children Check – All appointments (dependent on position responsibilities) are subject to a clear Working with Children Check. The appointee is required to provide details of the Working with Children Check to Human Resources.

Disability Worker Exclusion Scheme (DWES) List Check – only applicable to Disability Workers, as defined by the DWES, who are subject to a clear check result against the Disability Worker Exclusion List.

Occupational Health & Safety – To adhere to OH&S policies, procedures and guidelines and use all the necessary safety equipment provided and to report any defect in any such equipment or workplace hazards as soon as it comes to your attention.

Smoke free environment - Windermere is a smoke free working environment.

Place of Employment - You may be required to report for duties and work from any of Windermere's work locations throughout the service region.

Qualifications - The successful applicant will be required to substantiate formal qualifications.

9. WORK AND FAMILY BALANCE

The position may require some work outside of Windermere's ordinary operating hours from time to time. Windermere is an equal opportunity employer and values diversity so possible, Windermere will examine ways to reasonably modify work practices to accommodate the successful applicants.

Windermere understands the importance of promoting a family friendly working environment and promotes work-life balance by offering provisions that foster a culture of flexibility, support and wellbeing.

For more information on Windermere's Culture and Benefits please visit: <https://www.windermere.org.au/careers/why-windermere>

10. APPLICATION DETAILS

To maximise your opportunity for employment, it is recommended that you provide the following information:

- Covering application letter (quoting Job Reference number or title)
- Statements addressing the key selection criteria required in the position description (maximum two-pages in length)
- Current Resume that includes a minimum of 2 referees

Windermere conducts thorough and detailed pre-employment safety screening checks for short listed candidates and requires evidence of relevant qualifications.

The personal information that you have provided in your job application and resume will be used for the purposes of assessing your application and will be treated in accordance with our Privacy Policy or by request to us. If you are unsuccessful in securing a position with Windermere we will hold your application for 3 months, after which time it will be securely destroyed. For further information about Windermere, including our Privacy Policy, please visit www.windermere.org.au

Under Victorian WorkCover legislation, it is the duty of the successful applicant to advise Windermere of any pre-existing condition which could be aggravated by the type of employment they are applying for. Failure to do so will seriously jeopardize any entitlement the successful candidate might have for a work related aggravation of the non-disclosed and pre-existing condition.

Closing Date: **1st November, 2019**

Please send your application to opportunities@windermere.org.au quoting "Job Reference TRAK" in the subject line of email.

Alternatively, you can send your application via the Windermere website: <https://www.windermere.org.au/careers/how-to-apply/>

I have read this document and agree to undertake the duties and responsibilities listed above.

I acknowledge that:

- The PD is an indication of the duties and responsibilities that I may be required to undertake. Additional or other duties and responsibilities may be allocated to me. Where additional training and support is required to fulfil extra or other duties of a similar level of responsibility, it will be provided within the guidelines of Windermere's Training and Development policy.
- The PD will be reviewed regularly in consultation with me.
- The Key Performance Indicators (KPIs), where included in this document, are indicative. KPIs will be set by the immediate supervisor in discussion with me, for each year (or another set period) and my performance reviewed against those KPIs.

Occupant:

Name: _____

Signature: _____ Date: _____