

**POSITION DESCRIPTION:
COUNSELLOR TRAUMA SPECIALIST**

PURPOSE OF THE POSITION

The *Counsellor Trauma Specialist* will provide a service that is client-centred, non-judgemental, feminist, supportive and responsive.

The *Counsellor Trauma Specialist's* core role will be to provide telephone and online counselling, advocate for clients, develop interagency clinical care networks and other supports to people affected by violence and their supporters.

The *Counsellor Trauma Specialist* will also participate in one or more of the following:

- Face to face trauma counselling;
- Behaviour change counselling;
- Consultancy counselling;
- External supervision;
- Community Based Counselling Services;
- Delivering external specialised training and professional development education to adults in a range of clinical, legal, corrections and welfare workplaces including universities, not-for-profit organisations, government bodies, and corporate clients;

This position of trust demands the highest levels of professionalism, ethical behaviour and an awareness of multiple factors which will influence individual client's responses to both the trauma and the counselling provided.

All *Counsellor Trauma Specialists* are Mandatory Reporters and are compelled by legislation to identify and respond to children and young people at risk of harm.

POSITION RELATIONSHIPS

Team:	Counselling
Position Reporting To:	Counselling Services Manager
Supervisor:	Counselling Services Manager
Positions reporting to this Position:	Nil

ORGANISATIONAL CONTEXT

Rape & Domestic Violence Services Australia is committed to upholding the rights of all women to live in a socially just and equitable society and the right of all people to live free of violence. The organisation provides services nationally and internationally in the area of sexual assault, domestic and family violence.

The organisation works with all stakeholders and in accordance with its vision, mission, principles and goals.

KEY ACCOUNTABILITIES AND WORK PERFORMED

Counselling Skills

- Provide a counselling service by telephone and online, and/or face to face including Community Based Counselling Services, and/or by consultancy, and /or Behaviour Change
- Provide a counselling service across multiple services as directed by the Director, Counselling Services (or delegate)
- Provide, in accordance with the organisation's Code of Ethics and contemporary professional standards, client-focused, compassionate and ethical counselling and support to Rape & Domestic Violence Services Australia clients.
- Conduct therapeutic planning, clinical networking, advocacy and referral for clients as needed.
- Ensure counselling services provided are evidence-based and meet best practice standards.
- In conjunction with management, prepare statements and reports in support of clients.
- Work in a collaborative and collegial manner with fellow employees and interagency networks
- Access debrief/handover to ensure all necessary information is conveyed and to minimise the impacts of vicarious trauma on self.
- Meet statutory obligations as Mandatory Reporters of children and young people at risk of harm
- Ensure that work is carried out to a high standard of professionalism, efficiency, effectiveness and accuracy, timeframes are met, and client confidentiality is maintained according to policy.
- Attend and actively participate in clinical supervision, team meetings, professional development, performance appraisals and self-care plans.
- Comply with all policies and procedures of Rape & Domestic Violence Services Australia, including information collection, quality improvement, risk management procedures, record keeping and administrative practices of the organisation.
- Ensure work practices comply with the codes of the Australian Psychological Society, the Australian Association of Social Workers or the Counsellors and Psychotherapists Association.

MAJOR CHALLENGES OR CONSTRAINTS

- High level of exposure to disclosures of sexual, domestic and family violence. Exposure to potentially traumatic information is a known risk for development of vicarious trauma. Counsellors are required to maintain adequate self-care in response to this risk and to participate in Rape & Domestic Violence Services Australia's vicarious trauma program.
- High level of exposure to high levels of clients' distress including at times aggressive and abusive behaviour. Exposure to high levels of distress is a known risk for development of vicarious trauma. Counsellors are required to maintain adequate self-care in response to this risk and to participate in Rape & Domestic Violence Services Australia's vicarious trauma program.
- Respond to a high level of client requests for information and services across multiple programs operated by Rape & Domestic Violence Services Australia in a timely and effective manner.
- Develop and maintain a keen awareness and effective management strategies for the work health and safety risk of vicarious trauma.
- Facilitate effective communication across multiple health care disciplines to optimise positive health outcomes for clients.

DECISION MAKING

The Counsellor Trauma Specialist is professional and experienced in their vocation and is responsible for making appropriate ethical and clinical judgements in their daily work. Regular clinical supervision and 24/7 shift support is available. In consultation with the Counselling Services Manager, *Counsellor Trauma Specialist* will make decisions in relation to advocacy and clinical care planning for individual clients.

INTERACTION AND COMMUNICATION

The *Counsellor Trauma Specialist* will liaise with the *Counselling Services Manager* for guidance regarding their work. The *Counsellor Trauma Specialist* will be required to liaise with clients and other senior clinical employees to ensure therapeutic plan implementation, clinical care networking and advocacy is conducted appropriately and effectively. When participating in clinical care planning meetings, the *Counsellor Trauma Specialist* will represent the Rape & Domestic Violence Services Australia and, work within agreed parameters, and make decisions appropriate to the Service's practices, behaviours and best outcomes for clients.

The *Counsellor Trauma Specialist* may nominate or be appointed to internal review and communication committees and as such will act within the Terms of Reference.

WORKPLACE ATTITUDE AND PRACTICES

The *Counsellor Trauma Specialist* will demonstrate the following positive workplace attitudes:

- A constructive and proactive approach to work practices and tasks.
- Non-participation in conversations which undermine the organisation or individuals within the organisation.
- Embrace of workplace diversity and difference.
- Willingness to learn.
- Commitment to upholding the rights of others.
- Recognition of shared responsibilities.
- Use of reflective practices and taking personal responsibility for contributing to workplace problem solving.
- Understanding that each worker is a part of the whole and that all positions and roles contribute equal value to the organisation's overall aim of providing high quality service provision.
- Not engaging in social media in a way that may be detrimental to the organisation.
- Not using private communication medium e.g. mobile phone, to the detriment of the counselling service.

KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED

Counselling Essential

- Demonstrated:
 - Commitment to the provision of excellence in counselling service provision.
 - Ability to incorporate feminist perspectives within counselling frameworks.
 - Detailed understanding of the causes and consequences of sexual assault, family and domestic violence.
 - Demonstrated well developed communication and negotiation skills.
 - Experience in written advocacy and clinical report writing.
- A minimum four-year Bachelors' degree in psychology, social work or equivalent.
- Minimum three years (full time equivalent) counselling experience. This may include face-to-face, and/or telephone, and/or online counselling.
- Computer literacy.
- High level availability across all shifts.
- Flexibility and responsiveness to work tasks.
- Willingness to work across trauma services.
- Superior emotional competence when operating in a high demand trauma environment.
- Responsive and competent work management capacity.

Desirable

- Demonstrated:
 - Ability to provide therapeutic services in a culturally appropriate way.
 - Ability to work independently and as part of a team.

Sighted and agreed to by *Counsellor Trauma Specialist*

Name _____

Date _____

Sign _____

New:	January 2020
Review due:	January 2022
Consultation by:	Director Counselling Services, Counsellor
Approval by:	Executive Officer