

JOB DESCRIPTION

Position title:	Counsellor/Case Manager
Approved by:	General Manager Operations
Date effective:	July 2020

PURPOSE

The purpose of this position is to provide comprehensive counselling and therapeutic case management for clients accessing Relationship Australia Victoria's (RAV)'s Redress and Forced Adoption Support Services (FASS) programs.

This position is covered by the Relationships Australia Victoria Staff Enterprise Agreement 2013-2017, but otherwise would be covered by the Social, Community, Home Care and Disability Services Industry Award 2010.

OUR ORGANISATION

Relationships Australia Victoria (RAV) is a valued provider of specialist family and relationship services. Our vision is for positive, safe and respectful relationships for couples, families, schools, workplaces and communities. Our objective is to relieve suffering, distress and helplessness and to enhance physical, social and emotional wellbeing. As a community-based, not-for-profit organisation with no religious affiliations, our services are for all members of the community, regardless of their religion, age, gender, sexual orientation, lifestyle choice, cultural background or economic circumstances. RAV provides services from 16 centres in metropolitan Melbourne and regional Victoria, and from additional outreach locations. The corporate support team is based in Camberwell.

POSITION SUMMARY

Reporting to Program Manager Therapeutic Services, this role sits in a small, specialist team of comprehensive counsellors, offering a combination of counselling, advocacy and therapeutic case management to clients living with the impacts of complex trauma.

Supporting the Program Manager Therapeutic Case Management, Senior Therapeutic Services Practitioner, and Senior Clinician of Therapeutic Services, the responsibilities of this role include providing trauma-informed counselling, as well as practical support to people engaging with the National Redress Scheme, and to people affected by forced adoption.

The National Redress scheme allows for people affected by childhood institutional abuse to apply to the responsible institution to offer redress through monetary compensation, a direct personal response, and funding for counselling. The Forced Adoption Support Service supports anyone affected by forced adoption including mothers, adopted persons, fathers, siblings, partners and extended family members.

Using flexible, collaborative, strengths-based and trauma-informed interventions, you will be providing these two complex client groups with:

- Trauma-informed counselling and emotional support.
- Psycho-education around the impacts of trauma and skill building to manage these impacts.

- Therapeutic case management including information provision and referral to community services.
- Advice, advocacy and support regarding adoption-related issues.

The Counsellor/Case Manager will be based in Sunshine within a small team and will closely liaise with RAV's Centres and other specialist service providers across the State.

KEY RESULT AREAS

Area	Tasks
Client contact	<ul style="list-style-type: none"> • Provide counselling with comprehensive service support to clients within the Redress and FASS programs. • Provide information and referral options to clients and provide a supportive warm referral process to services. • Provide an efficient, welcoming first point of contact for actual and potential clients and referrers for both FASS and Redress programs. • Maintain accurate records for potential client inquiries. • Conduct effective intake assessments and identify relevant intervention actions and goals for clients. Effectively manage face-to-face and telephone client contact. • Negotiate Case Plans, including therapeutic goals and practical action or referral with the client(s) to ensure that client outcomes are achievable. • Manage the overall delivery from client intake, assessment, case plan development and consultation services for clients accessing the FASS and Redress programs. • Ensure reporting data is collected and entered into Dynamics.
Case management	<ul style="list-style-type: none"> • Undertake comprehensive psychosocial assessments for all clients. • Develop comprehensive and therapeutic case plans for and in partnership with all clients. • Consult with the Program Manager Therapeutic Case Management in relation to necessary course of action for client(s) as required. • Make appropriate and timely referrals to relevant services for all clients, when and where required. • Maintain accurate case files and electronic records of client attendance, appropriate case notes and necessary forms.
Programs and services	<p>Work closely with the Program Manager Therapeutic Case Management to:</p> <ul style="list-style-type: none"> • Assist in accurate data reporting. • Provide program and service reports to management and/or for funding obligations, as and when required. • Assess program and service effectiveness for further development and make appropriate recommendations to further enhance the clinical and operational effectiveness of the programs.
Capability management development and practice	<ul style="list-style-type: none"> • Stay contemporary in professional competency and skills through active participation in supervision, professional development, and clinical review. • Maintain up-to-date knowledge of RAV's services and other associated services and relevant legislative changes affecting RAVs clients.
Teamwork	<p>Contribute to the development of a highly effective team by:</p> <ul style="list-style-type: none"> • Working collaboratively across the organisation. • Sharing knowledge and experiences.

	<ul style="list-style-type: none"> Participating and contributing in team meetings, strategic and corporate planning meetings, teamwork plans and relevant cross unit working groups as required.
Policies, Procedures and Systems	<ul style="list-style-type: none"> Adhere to, and comply with RAV organisational policies, processes and procedures, using appropriate systems where required. Model the organisation's values, play a role in raising the profile of these values and associated behaviours across the organisation including a positive contribution to workplace harmony and displaying cooperative team behaviour. Proactively communicate, identify, report, assess OHS related risks and hazards within the centre(s).
Continuous Improvement	<ul style="list-style-type: none"> Receive regular evaluations from clients on their service and use them to improve practice and achieve better outcomes. Demonstrate commitment to the objectives of the team, centre and organisation and show considerable drive and effort in achieving work and organisational goals. Identify, develop and support and/or implement new initiatives, quality and continuous improvement activities in consultation with the Program Coordinator.
Other	<ul style="list-style-type: none"> Travel within the State of Victoria as required to facilitate client engagement / service delivery Assist in the promotion of RAVs' FASS and Redress services to stakeholders and potential clients throughout Victoria Perform additional duties from time to time, as required by management. This position description is not an exhaustive list of responsibilities and you will be expected to perform different tasks which fit with your skills, abilities and knowledge as may be necessary according to the changing business environment, services and the overall objectives of RAV.

REPORTING

Line Manager:	Program Manager Therapeutic Services
Manages:	Nil
Key internal liaison:	Senior Clinician Therapeutic Services, Senior Therapeutic Services Practitioner.
External liaison:	Clients, external stakeholders and other service providers.
Note:	Reporting arrangements may change from time to time depending on business requirements.

OUR VALUES

INCLUSIVITY	Treating all people equally.
RESPECT	Treating everyone with respect.
INTEGRITY	Behaving with integrity in all our dealings.
TRANSPARENCY	Being open and honest in our communications.
ACCOUNTABILITY	Using our resources responsibly.
EFFECTIVENESS	Providing high quality, effective services and maintaining the highest professional standards.
ADAPTABILITY	Proactively responding to change to meet the needs of the community.

KEY PERFORMANCE INDICATORS (KPI's)

- Provision of high quality, client-centred counselling and support services

- Evidence of effective and timely intake assessments, risk assessments, case notes and intervention activities implemented with clients
- Appropriate case plans documented to achieve client outcomes
- Effective consultation, when appropriate, with the Program Manager
- Responding to clients in a timely and professional manner
- Supervision is actively participated in as required
- Maintenance of comprehensive written records
- Timely and accurate reporting and data requirements
- Awareness and compliance with RAV Policy, procedures, OH&S, practice frameworks and guidelines, practice productivity and quality framework and supervision expectations.
- Awareness and compliance of the Therapeutic Services Program Manual guidelines processes and procedures.

KEY SELECTION CRITERIA (KSC)

Mandatory KSC:

- A tertiary qualification in psychology, social work and or social science.
- Significant demonstrated previous experience of counselling and or mental health, trauma recovery, therapeutic case management and advocacy.
- Demonstrated ability to effectively intervene, prioritise and manage crisis situations.
- Knowledge of the effects of childhood trauma on adult functioning, and trauma-informed care approaches.
- Highly developed verbal and written communication skills
- Demonstrated ability to effectively intervene, prioritise and manage crisis situations
- Experience of working with individuals and families with complex trauma and / or where sexual abuse is a presenting issue
- A psychological and systemic understanding of the impact of such abuse on the individual and their relationships
- Must have own vehicle and current Victorian driver's licence
- Candidates with demonstrable skills, from previous experience with organisations and or culturally diverse client groups, staff and workforces or stakeholders are highly valued at RAV.
- Satisfactory National Police Check, Working with Children check and International Police Check (if applicable).

Highly Desirable KSC:

- Candidates who are Aboriginal, Torres Strait Islanders, people with a disability or others from under-represented culturally diverse backgrounds are encouraged to apply.
- Eligible for membership of a professional body (e.g. the APS, AASW or an appropriate organisation).