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## POSITION DESCRIPTION

### SPECIALIST DOMESTIC AND FAMILY VIOLENCE TELEPHONE COUNSELLOR

**LOCATION:** Subiaco, Perth (opportunity to work from home may be available into the future) **STATUS:** Temporary Part Time to 30 June 2022

**REPORTS TO:** Program Leader

**DIRECT REPORTS:** NIL

**CLASSIFICATION:** Social Community Home Care Disability Services Award– Level 5

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**PURPOSE OF THE POSITION:** To work as part of a new telephone and online counselling team providing specialised services to those people living in rural and remote WA and whose lives have been impacted by domestic and family violence. The position will be working within a newly established framework based on the knowledge of best practice principles and requires the highest level of professionalism, ethical behaviour and compassion. The Counsellor will be responsible for undertaking an assessment of the needs of callers and taking all reasonable actions to meet those needs within the operating framework and principles of the organisation. Specifically the position will provide triage; risk assessments and safety planning; information and referral; both single and multi session phone counselling; advocacy as required and into the future on-line chat support. Being a new service, the role will need to be flexible and adaptable to support our clients, as the service evolves.

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**Belief Statement** – We believe that every person in a relationship should feel safe, respected and free from any form of violence or oppression

**Our Vision** by 2022 we will have the profile, funding and capacity to offer assistance to any person living in an abusive relationship in regional Western Australia

**Our Mission** we believe that every person in a relationship should feel safe, respected and free from any form of violence or oppression

**Our values:** Respect; Compassion; Non-judgemental; Empowerment; Understanding Vulnerability; Collaboration; Empathy; Commitment to achieve Social Change; Accuracy of Data; High Quality Advice and Support

**Our Purpose:** Breaking the Silence is a unique and innovative organisation that addresses the complex issue of abusive relationships in rural and remote areas by providing readily accessible advice and services to assist people to live meaningful and safe lives. We focus on the delivery of online advice and localised confidential support to people who are traumatised by abusive relationships. Through caring, trained professionals we provide people with access to tools needed to enhance their lives and personal safety, whilst advocating for positive social change for current and future generations.

**Who we Support:** Any person impacted by an abusive relationship in rural, regional and remote Western Australia

MAIN ACCOUNTABILITIES	PERFORMANCE EXPECTATIONS
<p><b>SERVICE DELIVERY</b>            Making professional assessments of the needs of all callers and taking all reasonable steps to meet the needs within the operating framework and purpose of the service. Typical (not exhaustive) duties include the following and are delivered in a non-judgemental and client centred approach:-</p> <ul style="list-style-type: none"> <li>• Risk assessment and safety planning</li> <li>• Counselling Support and if required co-ordination of on-going counselling</li> <li>• Information and referrals</li> <li>• Advocacy with other services as required</li> </ul> <p>The role requires that the services delivered are of high quality, being delivered within appropriate framework and timelines and will meeting the needs of a broad client group within remote and rural WA.</p> <p>Contribute to project and other activities as required, which is designed to improve our service delivery.</p>	<ul style="list-style-type: none"> <li>• Well-developed specialist skills are evident, which demonstrates an ability to provide effective, quality tailored counselling services that are specific to the various needs of clients.</li> <li>• Assessments made are professional, culturally sensitive and completed with a non-judgemental approach.</li> <li>• Appropriate action is taken based on assessments to maintain safety of clients</li> <li>• Evidence of in-depth knowledge and understanding of the services available to people located in rural and remote WA</li> <li>• Accurate and relevant information is provided to clients in relation to other support services and appropriate referrals made.</li> <li>• Meets statutory obligations in terms of reporting in cases of children and young people at risk of harm</li> <li>• Escalates identified issues and clinical risks through to the Program Leader</li> <li>• Adheres to a telephone based and web-chat practice counselling framework.</li> <li>• All required data is recorded for internal information management systems and information is concise and secure</li> <li>• Work practices are ethical and comply with expected standards.</li> <li>• Demonstrates consistently a commitment to the purpose, values and behaviours of Breaking the Silence (BtS).</li> <li>• Internal and external service/client feedback.</li> </ul>

<p><b>TEAM SUPPORT</b> Participates in team activities, attends staff meetings when scheduled and demonstrates a supportive approach to other staff members which contributes to the overall team effectiveness.</p>	<ul style="list-style-type: none"> <li>• Evidence of strong relationships with team members which assists in building a cohesive workplace.</li> <li>• Demonstrates on a continual basis, a commitments to assisting and supporting colleagues in all workplace activities including support for backfilling of shifts at times.</li> <li>• Attends a minimum of 80% of all staff and team meetings.</li> </ul>
<p><b>WORKPLACE HEALTH &amp; SAFETY</b> To meet Workplace Health &amp; Safety obligations in line with BtS Policy &amp; Procedures as well as relevant legislation</p>	<ul style="list-style-type: none"> <li>• Follows all safety instructions and uses equipment provided</li> <li>• Contributes to minimising the risk to health and safety of all persons in the workplace</li> <li>• Participation in communication meetings, professional supervision and any organised WHS training events</li> <li>• Identify and reports any workplace incident/hazard or concerns to management</li> </ul>
<p><b>PROFESSIONAL DEVELOPMENT &amp; CONTINUOUS IMPROVEMENT</b> Maintain and develop personal knowledge in area of expertise and meets core values and behaviours of. Further demonstrates a commitment to professional supervision for both skills development and health and well-being.</p>	<ul style="list-style-type: none"> <li>• Actively participates in on-shift and individual supervision sessions.</li> <li>• Attends a minimum of 80% of professional development opportunities and team meetings/activities.</li> <li>• Seeks new ideas and embraces/adapts to change</li> <li>• Evidence of a commitment to continuous improvement activities which continues to build the service.</li> </ul>

**ESSENTIAL REQUIREMENTS & QUALIFICATIONS:**

- Applicants will ideally have relevant tertiary qualifications in social work, psychology, counselling, behavioural or social sciences or other appropriate qualification/s and solid experience in the DFV sector.
- Able to demonstrate a solid understanding of the barriers and complexities that exist for remote, rural and regional WA communities in accessing services.
- Well developed knowledge and analysis of the effects, causes and dynamics of domestic and family violence
- Experience and understanding of issues relating to service delivery with an agency that is committed to socially and culturally inclusive practices
- Working with Children Check or ability and willingness to obtain.
- Understanding of state and national based legislation including child protection legislation relevant to service delivery
- Right to work in Australia

**OTHER RELEVANT INFORMATION**

- Commitment to a service that will move to broader operational hours and willingness at times to work a variety of shifts.
- Willingness to undertake further training and development
- Willingness to undergo a national police check if required

**SKILLS & BEHAVIOURS**

- Demonstrated ability to work in an environment that can be challenging and demanding at times, including working within agreed timeline parameters
- Well-developed oral and written communication skills including ability to communicate effectively with a diverse range of cultural and social groups
- Commitment to the purpose, vision and values of BtS
- Ability to remain calm under pressure, with a flexible and positive approach and solid self-care practices in place
- Solid IT skills

**Experience**

- 2+ yrs experience in supporting people who have been impacted by domestic, family and/or sexual violence (telephone counselling experience will be well regarded)

**KEY RELATIONSHIPS/INTERACTIONS:****Relationship with:****Why:**

Program Leader

Accountability, advice, support, feedback and reporting as required

Executive Officer

Accountability, advice, support, feedback and reporting as required

Staff Members &amp; Volunteers

Building sound working relationships with all personnel to assist in undertaking the role and providing support

Clients

Providing support &amp; advice