

## POSITION DESCRIPTION

1. **TITLE:** Family Counsellor
2. **REMUNERATION:** UnitingCare Community Enterprise Agreement 2012 – 2014  
Schedule 1 – Professional and Administrative Workers  
Level 5
3. **PROGRAM OR SERVICE:** Family Intervention Service (FIS)
4. **REGION AND/OR LOCATION:** SunCoast & South Burnett, Maroochydhore

### 5. **OUR ORGANISATION:**

As one of the largest community service providers in Queensland, UCC exists to strengthen the lives of individuals, families and communities. Across Queensland we provide programs and services to support individuals and communities, children and families, youth and people living with disability. UCC also provides Lifeline crisis counselling and support services and operates Lifeline retail outlets. UCC has an annual turnover of \$175M and delivers services from over 250 service outlets engaging around 2,800 employees and 5,600 volunteers.

### 6. **OUR VALUES:**

UnitingCare Community acknowledges that people are informed by a variety of belief systems. Our 'Shared Values' are - *Compassion, Respect, Justice, Working Together, Leading through Learning*. Your commitment to our Shared Values through your actions, behaviour, practices and in achieving outcomes is a fundamental requirement of this role and key to working successfully in UnitingCare Community.

### 7. **OUR COMMITMENT:**

- 7.1. As part of UnitingCare Queensland, the mission of UnitingCare Community is to improve the health and wellbeing of individuals, families and communities as we: Reach out to people in need; Speak out for fairness and justice; Care with compassion, innovation and wisdom.
- 7.2. Towards Zero Harm principles drive the way we think about safety and safety is embedded in everything we do.
- 7.3. UnitingCare Queensland is committed to being a child safe, child friendly organisation and for all children who come into contact with our services we will provide welcoming, safe and nurturing services, prevent child abuse and neglect within our services and appropriately and immediately address child abuse and neglect if it does occur.
- 7.4. We believe in the strength of a diverse and inclusive workforce to help us achieve the best outcomes for our clients.

### 8. **PURPOSE OF POSITION:**

This position provides a holistic response to the needs of each individual in the family, and to the family unit as a whole. These are families who children are at imminent risk of out of home placement or requiring reunification following a period of out of home care, to address issues relating to, but not limited to, child protection concerns. By providing practical and emotional support and counselling, families are offered opportunities to make informed decisions about, and change for, their future.

### 9. **ACCOUNTABILITY:**

Lifeline | Child and Family Care | Counselling | Crisis Support | Disability Support | Social Inclusion

**Our Values** Compassion | Respect | Justice | Working Together | Leading through Learning

This role reports to: Service Coordinator, Family Intervention Service SC

Delegation Level: Not applicable

## **10. KEY RESPONSIBILITIES:**

- 10.1. Partner with families accessing the service to identify needs and strengths and develop goals which will address emotional and practical concerns relating to, but not limited to, child protection concerns. Provide negotiated combinations of therapeutic interventions, educative and practical services to families and link families with services and resources in their communities.
- 10.2. Contribute to team-based decision making by liaising with the supervisor and other team members; contribute to the development of program procedures and work practices; contribute to case planning meetings. Maintain and enhance professional and personal skills through reading, training, supervision, professional development processes, team support and reflective practice.
- 10.3. Positively represent the activities of UnitingCare Community and assist in the development and maintenance of sound working relationships with relevant statutory, government and community agencies to facilitate positive outcomes for clients.
- 10.4. Work within relevant quality and risk frameworks and guidelines in accordance with relevant standards to ensure delivery of high quality services, respect of client's rights and confidentiality. Maintain appropriate records of work with families, writing relevant reports and correspondence.
- 10.5. Contribute to and maintain accurate and quality record keeping utilising UCC record management systems in line with UCC policy and procedures.
- 10.6. Participate in out of hours "on call" rostering as needed.
- 10.7. Undertake other duties as and when directed within the scope of the role and the capabilities of the incumbent.

## **11. SELECTION CRITERIA:**

- 11.1. Demonstrated skills and sound knowledge gained through experience working with children and families. Experience in the area of child protection is preferred but not essential.
- 11.2. Sound knowledge of, and demonstrated ability to utilize, therapeutic processes and practices, particularly in relation to child protection, including the ability to analyse, evaluate and make objective judgments and recommendations.
- 11.3. Highly developed interpersonal and communication frameworks and practices that are congruent with a strengths approach and demonstrated professional integrity with respect to confidentiality and client interests.
- 11.4. Proven ability to work cooperatively within a team; willingness to participate in shared on call responsibilities and ability to work collaboratively with internal and external stakeholders.
- 11.5. Demonstrated ability to work in ways that are innovative, inclusive and culturally appropriate for Aboriginal and Torres Strait Islander and culturally and linguistically diverse groups.
- 11.6. Demonstrated ability to operate within a case management framework, including the ability to manage and maintain client documentation and proficiency in the use of computer systems and software.

- 11.7. Commitment to working within the beliefs, mission and values of UnitingCare Community and adhering to policies and organisational requirements and processes.

## 12. ADDITIONAL REQUIREMENTS / INFORMATION:

- 12.1. A tertiary qualification in a relevant Human Services field from a recognised tertiary institution.
- 12.2. Preference will be given to applicants who are members of or are eligible for membership with one of the following associations: APS; AASW; or PACFA.
- 12.3. Current Drivers Licence - Presentation of a current Drivers Licence must be made before your appointment to the position can be confirmed.
- 12.4. Suitability Card for Child Related Employment (Blue Card). All adults who work with people under 18 years in QLD are required to undergo a "Working with Children Check" under the screening provisions of the Commission for Children and Young People Act (2000). Presentation of a current Suitability Card must be made before your appointment to the position can be confirmed.
- 12.5. A criminal history check will be conducted on the recommended person for this position.
- 12.6. The successful applicant must be eligible to legally work in Australia and proof of eligibility may be requested.
- 12.7. In this position you are authorised to act on behalf of UnitingCare Community for the purpose of providing family counselling.

## 13. APPROVED BY:



Community Services Manager, SunCoast & South Burnett

28/01/2016

Date