



## Role Description:

### Adolescent and Family Counsellor

<b>Purpose:</b>	<ul style="list-style-type: none"> <li>To provide flexible and family-inclusive casework and/or a range of counselling interventions to young people and their families, to help them reach their goals and improve their wellbeing.</li> <li>To contribute to the effective and cohesive running of the Centre.</li> </ul>
<b>Client Group</b>	The Centre works with a range of vulnerable young people and their families, including young people who have experienced; trauma and loss, abuse and neglect, family dysfunction and breakdown, mental health issues, substance abuse, bullying or victimisation, school issues, homelessness, and juvenile and young adult offending.
<b>Responsible to:</b>	<ul style="list-style-type: none"> <li>Clients</li> <li>Supervisors (Operational and clinical)</li> </ul>
<b>Pay Scale or Award:</b>	SCHADS Award
<b>Program Location:</b>	Centre 360 Youth and Family Service, Paddington

### Organisational Context

Centre 360 Youth and Family Service is a project of St Francis Social Services (SFSS). Our SFSS vision, purpose, and values are:

- Vision:** Our vision is for a society in which there is full recognition of the dignity, equality, human rights, and humanity of all people.
- Purpose:** To uphold the intrinsic dignity of each person, by providing support and advocacy to empower the most disadvantaged and marginalised within our community.
- Values:**
- Welcome
  - Respect
  - Connect
  - Empower

Centre 360 Youth and Family Service (the Centre) is a community-based adolescent counselling and support service in Paddington. The Centre has been operating in various capacities since 1978, offering support to highly disadvantaged young people aged 12-24 years and their families, who either reside in or move through the inner city of Sydney, Eastern Sydney, and the Eastern Beaches. We currently provide individual and family counselling, advocacy, practical assistance, educational and therapeutic group work, and mentoring programs.

We work flexibly and creatively to enhance young people's connection to their families and communities, increase their wellbeing, and to help them achieve positive life outcomes such as good physical and mental health, healthy relationship skills, strong support networks, stable housing, employment, education, and training. We commonly work in the areas of trauma and loss, adolescent mental health, the emotional difficulties associated with family dysfunction and breakdown, substance abuse, homelessness, and juvenile and young adult offending.

## Key Responsibility Areas

### Client support / Therapeutic support

- Build positive, effective working relationships with diverse young people and their families.
- Undertake comprehensive initial assessment and ongoing assessments of client needs.
- Provide high quality therapeutic interventions to young people in the context of their families, which may include;
  - individual counselling
  - educational and therapeutic group work (parents and young people)
  - young people and family inclusive counselling or family therapy.
- Provide ongoing, client-led case management, including; planning, implementation, and review of plans, skill building activities (e.g., budgeting), writing support letters and court reports, advocacy with other services, and practical assistance, such as transport to appointments.
- Work flexibly and creatively to support clients, including conducting outreach.
- Use evidence-based and best-practice approaches to work with clients.
- Respond appropriately to risks of harm that present for young people and their families; including child protection and immediate mental health risks, as well as diffusion of strong negative emotions.
- Develop supported transition plans for clients leaving the service.
- Seek feedback from young people and families and monitor outcomes achieved with clients.
- Consult with other clinicians and supervisor to access clinical support where needed, including escalating issues to supervisor or manager.

### Collaboration, Networking, and Advocacy

- Establish and maintain respectful, professional, and productive working relationships with internal and external stakeholders.
- Liaise with team members and external services to meet client needs and goals – including consultation, coordinating support, and referring.
- Advocate for clients and young people with other services and within youth networks and other forums.
- Participate in external meetings and working groups where appropriate.
- Develop good knowledge of local services for young people, to effectively meet their needs and build partnerships.

### **Supporting the Team and Service**

- Actively support and promote a positive team environment, where all staff are valued and respected.
- Contribute to making the team and service effective through involvement in projects, contributing in team forums, and participating in policy and procedure development and review.
- Contribute to achieving St Francis Social Service's purpose and vision, and uphold the values of the organisation.
- Collect and enter accurate, timely data to inform service planning and evaluation.
- Contribute to intake process, referrals and assessing client's suitability for the service.
- Support team members develop their skills and knowledge and enhance their clinical practice through consultation, participation in professional learning activities, and participation in peer review.
- Maintain ongoing communication with your line manager, including providing feedback about your work, the service, and management.

### **Professional Development**

- Actively participate in regular clinical supervision for the purposes of case review, clinical support, and professional development.
- Engage with ongoing professional development activities to enhance competence and skills, including peer supervision, training, seminars and other forums, and annual appraisals.
- Develop a professional development plan through appraisals and supervision.
- Maintain up-to-date knowledge of policies and procedures related to service and sector changes, clinical and counselling practice.
- Participate in mandatory learning and development programs offered through the Centre.

### **Administration and Accountability**

- Keep up-to-date, accurate records of the work done with and for clients, in line with agency policies and procedures.
- Adhere to site policies and procedures – particularly legislative requirements such as WHS, privacy and confidentiality, code of conduct and mandatory reporting.
- Complete a range of administration tasks to support case work and other service activities (e.g., petty cash spending processes, referral and intake data entry)

### **Legal and Other Requirements**

- Current driver's licence
- Satisfactory criminal record check
- Current Working with Children Check