

## POSITION DESCRIPTION

Version: 2.0 Date: 3/2021

<b>Position title</b>	Family Relationships Counsellor
<b>Position reports to</b>	Team Leader Youth Transitions and Family Relationships
<b>Direct reports</b>	Nil
<b>Mandatory qualifications</b>	Tertiary qualifications in Social Work, Welfare Studies, Family Therapy, Psychology, or related discipline
<b>Mandatory experience</b>	Nil
<b>Desired experience</b>	Relevant experience to the position would be highly regarded
<b>Classification</b>	SW5
<b>Mandatory compliance requirements</b>  <i>Mandatory requirements before employment and to be maintained during employment</i>	<ul style="list-style-type: none"> <li>• A current Victorian Drivers Licence.</li> <li>• An employee Victorian Working with Children Check.</li> <li>• A satisfactory National and International (if required) Police check.</li> <li>• Signed Cafs Code of Conduct and Child Safe Code of Conduct.</li> </ul>

<b>Our vision</b>	<b>Our mission</b>
Wellbeing, safety and respect for all children and families.	To deliver quality services with positive outcomes for the communities we serve.

<b>Our values</b>
<p><b>RESPECT</b> - We treat all people, including ourselves, with dignity. We have genuine compassion for our colleagues and the individuals, families and communities we serve.</p> <p><b>INTEGRITY</b> - We act ethically and do what is right – even if it’s uncomfortable.</p> <p><b>COLLABORATION</b> - We embrace collaboration. We celebrate inclusiveness and work together with the individuals and families we serve to make a difference in their lives.</p> <p><b>KINDNESS</b> – We genuinely care about people and actively look for ways to offer a helping hand to those in need.</p> <p><b>INNOVATION</b> - We encourage and explore different ways of working and fresh ideas to improve our practice and outcomes for those we serve.</p>

<b>A little bit about Cafs</b>
<p>Cafs was established in Ballarat more than 155 years ago, operating an orphanage and later a children’s home. Cafs acknowledges the role it played in being complicit in the stolen generation and we have joined the National Redress Scheme as a demonstration of our willingness to own up to historic sexual abuse. Today Cafs is a contemporary organisation with a Board of Governance overseeing our strategic direction. Cafs is proud of its independence, with no religious affiliations and a focus on serving vulnerable children, young people and families across the Central Highlands. Our head office remains in Ballarat with outlying offices in Ararat, Bacchus Marsh and the Hepburn/Daylesford area. Our services are aimed at providing early help and intervention, targeted support and ongoing assistance. Cafs is a value driven organisation, which means we use our values to hold ourselves to account in how we work together and how we serve our clients.</p>

### **The program**

The Family Relationship Counselling Program aims to strengthen family relationships, prevent breakdown and ensure the wellbeing and safety of children through the provision of broad-based counselling and education to families of different forms and sizes. These services are primarily early intervention and prevention and are targeted to critical family transition points including formation, extension and separation.

### **Job purpose**

The position involves working with families to address relationships issues impacting individuals and their families. This work includes addressing such areas as separation, parenting, depression and family violence at an individual, group and community level. The position works with men, women and couples.

### **Levels of authority**

Decisions will be made in consultation with the Team Leader and/or Manager and significant decisions will require approval from the Team Leader and/or Manager. The extent of decision making will be as per the Cafs instrument of delegation, including financial, people and organisational decisions.

### **Inherent requirements of the role**

- Deliver programs and services within models and frameworks identified by the program and the organisation, with the intent of meeting the funding requirements and outcome measures of the funding provider.
- Provide individual, couple or family counselling to the individuals/families referred to FRCP and who meet the criteria for the program
- Design and/or co-facilitate groups as required, e.g. groups addressing family violence issues, conflict resolution, parenting, separation and re-partnering.
- Organise and participate in specific activities designed to address relationship issues, e.g. workshops, group discussions, seminars and forums.
- Maintain record keeping and client based recording in line with Cafs expectations and as per funders requirements.
- Support the Team Leader Youth Transitions and Family Relationships with screening and assessing referrals to the program and undertaking triage and prioritisation.
- Work collaboratively with members of the Youth Transitions and Family Relationships team and wider Cafs community.
- Prepare for and constructively use regular supervision with the Team Leader, Youth Transitions and Family Relationships.
- Work collaboratively across the organisation to assist with projects, reviews, client packages etc. as and when required.
- Attend training and meetings as required to ensure professional development and improved client outcomes.
- Supervise students as required.
- Support the Team Leader Youth Transitions and Family Relationships in allocation meetings.
- Work with a high level of autonomy and hold a higher degree of complex client including couples and families.
- Support level 4 Counsellors with day to day practice and service delivery needs and queries.

### **Cafs core requirements and accountabilities**

- Adhere and operate within Cafs policies and procedures, legislative requirements and relevant standards of professional practice at all times.
- Commitment and alignment to the Cafs values and the Cafs Code of Conduct.
- Commitment to genuine Inclusion and Diversity.
- Commitment to Child Safety and adherence to Cafs Child Safe Code of Conduct.
- Commitment to No to Violence.
- Commitment to contributing to a positive team and organisational culture.
- Commitment to individual and organisational health, safety and wellbeing.
- Commitment and contribution to quality programs including auditing processes.

## Requisite Capabilities: Knowledge and Skills

### *Client/Customer Focus:*

- Understand client/customer need, apply skills, knowledge and experience to deliver high impact services that address those needs

### *Interpersonal Skills:*

- Recognise and regulate one's emotions; understands interests and emotions of others achieve best outcomes possible in an authentic manner

### *Managing Difficult Conversations:*

- Work with others to manage differences in opinions, interests, and communication issues to reach agreement

### *Communicate with Impact:*

- Use various communication media to convey information, ideas, and insights in ways that maximises understanding of key messages; Posses good written and verbal communication skills

### *Stakeholder Management:*

- Identify stakeholders impacted by decisions, takes steps to keep interested parties engaged while managing expectations on outcomes

### *Influence and Persuasion:*

- Adapt the content style and message or tone of communications to suit the audience to gain agreement to proposals and idea using an effective written and verbal communication skills

## Requisite Capabilities: Personal attributes

### *Drive & Commitment:*

- Enthusiastic and committed, enjoying a vigorous and dynamic work environment
- Demonstrates capacity for sustained effort and hard work
- Sets high standards of performance for self and others

### *Empathy & Cultural Awareness:*

- Communicates well with, relates to and understands concerns from the perspective of people from a diverse range of cultures & backgrounds
- Pays attention to words, expressions and body language, shapes responses to individuals based on a range of information received

### *Integrity:*

- Operates in a manner that is consistent with Cafs codes of conduct and values
- Inspires trust by treating all individuals with kindness and fairness

### *Relationship building:*

- Establish and maintain relationships with people at all levels
- Forges useful partnerships with people across business areas, functions and organisations
- Builds trust through consistent actions, values and communication

### *Client/customer focus*

- Committed to delivering high quality outcomes for clients
- Actively seeks to meet client/customer needs and seeks ways to improve services

### *Creativity & innovation*

- Draws on a range of information sources to identify new ways of doing things
- Generates new ideas and translates these into workplace improvements
- Actively influences events and promotes ideas
- Reflects on experience and is open to new ways to improve practice

## Cafs Agreed Behaviours/Attributes

### Respect – we strive to:

- Actively listen with an open heart and mind
- Empower people to have a voice and to be heard
- Have the courage to take a stand for human rights
- Speak positively to, and about, others
- Acknowledge and value peoples individuality, views and experiences
- Be non-judgmental and treat others equally without prejudice

### Integrity – we strive to:

- Do what we say we will do
- Be honest and transparent with people and in all that we do
- Admit our mistakes, fix them, and learn from them
- Have genuine and authentic conversations
- Live the Cafs values when no-one else is watching
- Have a moral compass

### Collaboration – we strive to:

- Work together to achieve common goals and better outcomes
- Actively seek and respond to feedback
- Empower individuals and families to be involved in decisions that impact them
- Encourage open and honest communication within and across Cafs teams
- Learn from each other's experiences
- Engage views of individuals and services external to Cafs

### Kindness – we strive to:

- Be present and mindful in our interactions with people
- Listen with compassion to understand
- Generously share our time, knowledge and skills
- Be friendly and approachable
- Check in on others
- Consider other people's feelings and circumstances

### Innovation – we strive to:

- Be curious and creative
- Use our collective knowledge and experience to create new ways of doing things
- Use cutting edge research to inform better and best practice
- Adapt our thinking and approaches for the best outcomes for our clients and communities
- Have the courage to make positive changes
- Consider all ideas and views – especially those different to our own