

JOB DESCRIPTION

Position title:	Coordinator Counselling/Redress
Specialist Service/Program:	Open Place
Approved by:	General Manager Operations
Date effective:	December 2020

PURPOSE

The purpose of this position is to ensure Relationships Australia Victoria (RAV), through the Open Place service, provides support and assistance to Forgotten Australians.

This position is covered by the Relationships Australia Victoria Staff Enterprise Agreement (SEA) 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 secular, community-based, not-for-profit organisation with no religious affiliations. Our vision is for positive, respectful, safe and fulfilling relationships for all Australians. Our objective is to relieve suffering, distress and helplessness and to enhance physical, social and emotional wellbeing. 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 across metropolitan Melbourne and regional Victoria.

POSITION SUMMARY

In 2003/04, the Senate Community affairs Reference Committee held an inquiry known as Children in Institutional Care. As a result, the Forgotten Australians Report was tabled in the Senate. Open Place, the Support Service for Victoria's 'Forgotten Australians' co-ordinates and provides direct assistance to address the needs and issues of people who grew up in care, helps people deal with the legacy of their childhood experiences and provides support to improve their health and wellbeing.

The Coordinator Counselling/Redress positions is responsible for overseeing and providing supervision to the Counselling and National Redress Scheme (NRS) support services teams. The role leads the Counselling team and the extensive network of approved counsellors across Australia in the delivery of specialised counselling services for Forgotten Australians and their family members. The position also leads the NRS team in making the processes of applying for redress as informed, accessible and as stress-free as possible, to enable applicants to complete the optimum application for their circumstances.

KEY RESULT AREAS

Area	Tasks
Service delivery	<ul style="list-style-type: none"> Ensure the environment and culture is respectful, honest and actively seeks and integrates service user input into all aspects of service delivery.

	<ul style="list-style-type: none"> • Ensure, in partnership with senior Open Place staff, that the service provides an internally integrated and coordinated service response to all service users, including Intake. • Oversee the Counselling team to ensure that a trauma informed service is provided using knowledge of the impact on adulthood of a childhood spent in institutional care. • Administer the extensive network of approved external counsellors to ensure that Forgotten Australians and their family members are provided with an accessible, responsive and informed counselling service. • Lead the NRS team in making the processes of applying for redress as informed, accessible and as stress-free as possible, to enable applicants to complete the optimum application for their circumstances. • Collaborate with the Client Services Coordinator to ensure that external counselling contracts and payments are kept up to date. • In conjunction with the Senior Manager, establish annual service objectives and an annual work plan. • Some regional and rural outreach work will be required. This may require overnight stays.
Community/service liaison	<ul style="list-style-type: none"> • In conjunction with the Senior Manager, establish and maintain relationships with important stakeholders including relevant counselling and research institutes working in the “trauma informed” field and with the many stakeholders generated by the work of the Royal Commission. • Work with the community education co-ordinator and other managers to develop a community education program that can lead to service partnerships to better serve the needs of Forgotten Australians. • Maintain active links with a wide range of services utilised by Forgotten Australians and their families.
Staff and volunteer support	<ul style="list-style-type: none"> • Provide staff with supervision, support and professional development in accordance with RAV Policies. • Approve staff time sheets and ensure leave and time in lieu is managed, in accordance with the RAV Enterprise Agreement and relevant policies.
Program accountability	<ul style="list-style-type: none"> • In conjunction with the Senior Manager, introduce and implement practices, policies and procedures that ensure quality practice and program deliverables. • Ensure client data systems are up to date and accurate. • In conjunction with the Client Services Coordinator, ensure relevant and appropriate administrative procedures are adhered to. • In conjunction with the Senior Manager, assist in the management of the budget by monitoring expenditure, approving payments and preparing other submissions as required. • Provide monthly reports, including performance reporting, and other reports as required to the Senior Manager. • Represent the service at meetings and forums for individual clients, the program and the organisation. • Maintain accurate statistical data as required by RAV, Department of Families, Fairness and Housing (DFFH) and Department of Social Services (DSS) and ensure such data is made available according to reporting arrangements and as required. • Participate in regular team meetings and regular professional development opportunities. • Participate in regular and formal supervision with the Senior Manager.

Confidentiality and privacy	<ul style="list-style-type: none"> • Maintain client confidentiality in accordance with RAV and Open Place Policies and Procedures and privacy legislation. • Ensure case recording of service user information is in line with RAV Policies and Procedures.
Advocacy and communication	<ul style="list-style-type: none"> • Establish, maintain and nurture professional and constructive relationships with Forgotten Australians' advocacy and representative groups. • Develop, in conjunction with the Senior Manager, a communication strategy to ensure that other service systems (e.g. aged care, housing, mental health, Alcohol and Other Drugs (AOD)) are aware of the experience and needs of Forgotten Australians and respond appropriately.
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"> • 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 as part of a continuous improvement process in own work, team, centre and organisational goals.
Other	<ul style="list-style-type: none"> • 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

Manager:	Senior Manager
Supervises:	Counselling and NRS staff – being Senior Counsellor, Counsellor and Redress Support Workers
Manages:	Nil
Key internal liaison:	All Open Place and RAV staff
External liaison:	DFFH, DSS, state and national Forgotten Australia networks; Care provider agencies and other advocacy and representative groups.
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)

- Contribute to the development of the service ensuring that policy and program development are inclusive of Forgotten Australians and responsive to their identified needs.
- Work with partner organisations to establish service protocols, consultative forums and service development.
- Support, where appropriate, the advocacy role and the policy positions of Forgotten Australian advocacy groups.
- Contribute to Open Place publications, including newsletters and the web site.
- Work with key sector agencies in income support, housing and homelessness, mental health, drug and alcohol, and aged care to develop awareness and responsive service for Forgotten Australians.
- Provide advice to the Senior Manager in relation to aspects of RAV policy and advocacy work.
- Assist in promoting a service and a culture that is inclusive, respectful and actively seeks and integrates Forgotten Australians experience into service provision.
- Provide assistance and support to Forgotten Australians and their families as required.
- Ensure consultation mechanisms are open, transparent and utilized as far as possible across all aspects of the service.
- Provide input to ensure a timely and respectful response to consumer feedback about the service.
- Ensure a transparent and accountable system is in place for the administration of Counselling Brokerage funds as required and in line with guidelines provided by DFFH.
- Contribute to the establishment of annual service objectives, develop performance indicators and evaluate outcomes according to the services Program Logic and with reference to RAV's Strategic Plan.

KEY SELECTION CRITERIA (KSC)

Mandatory KSC:

- A tertiary qualification in social work, community development, welfare or a related social science, or demonstrated relevant experience.
- Demonstrated knowledge and/or experience in working with vulnerable adults who have grown up in institutional care and who have a range of complex family, health and social needs.
- Demonstrated experience in the leadership, supervision and support of staff in a complex and challenging environment and the ability to nurture an inclusive, collaborative and safe team culture
- Demonstrated ability to provide leadership and direct service in the clinical assessment and counselling of adults and families, especially those who have survived immense childhood disruption and ongoing trauma.
- Demonstrated understanding of and commitment to the principles of equity, diversity, continual improvement, risk management and occupational health and safety.
- Demonstrated ability to flexibly manage competing priorities and stressful situations, monitoring own stress levels and practicing and promoting self-care strategies.
- Excellent computer skills with the ability to develop systems to support data reporting & monitoring.
- Excellent written and oral communication skills, including public speaking and management of meetings.
- 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.
- Demonstrated knowledge of State and Federal Privacy legislation.
- Demonstrated knowledge of the NRS processes.
- Post graduate training is preferred.