

JOB DESCRIPTION

Position title:	Counsellor - Extreme Climatic Events
Approved by:	General Manager Operations
Date effective:	January 2020

PURPOSE

The purpose of this position is to ensure Relationships Australia Victoria (RAV) provides effective, high quality, culturally sensitive relationship counselling for individuals, couples and families in communities affected by the 2019-20 bushfires.

This position is covered by the Relationships Australia Victoria Staff Enterprise Agreement 2013-2017, 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 from 17 centres in metropolitan Melbourne and regional Victoria, and from additional outreach locations. The corporate support team is based in Camberwell.

POSITION SUMMARY

RAV's counsellors are responsible for the provision of effective, high quality, culturally sensitive relationship counselling and therapy, including education programs, to individuals, couples and families. This position will deliver services under the Gippsland Primary Health Network Mental Health Supports for Bushfire Affected Australians program which is aimed to support individuals and communities affected by the 2019-20 bushfires. Specifically, the delivery of the Frontline Emergency Distress and Trauma Counselling, which provides emergency mental health care for people affected by bushfire for individuals, families and emergency service personnel.

RAV's counsellors will have expertise in childhood development and family dynamics and be able to respond to a diverse range of issues including trauma, violence and abuse, parenting concerns, stress and anxiety, separation and divorce and blended families.

RAV's counsellors will need to maintain a child-focus and work systemically with families. All RAV counsellors need to be guided by evidence-based, trauma-informed practice and able to implement interventions, good theory and research, able to choose interventions that are most likely to bring about sustained positive change. Complex cases may require some case management.

RAV's counsellors operate within a framework of: -

- Valuing and measuring client outcomes, client satisfaction and, counselling effectiveness;
- Active responsibility for dealing with family violence within a risk assessment framework pertaining to the safety of women and children;
- Openness and accountability;

- A teamwork approach to service delivery with the necessity of providing support and expertise to team members to enhance each other's performance and deal with the stresses that accompany the work;
- Active participation in supervision, professional development and performance management.

KEY RESULT AREAS

Area	Tasks
Counselling and Therapy services	<ul style="list-style-type: none"> • Provide ethical and high-quality counselling/therapy services to individuals, couples and families. This may include psycho-educational group work and the following: - <ul style="list-style-type: none"> ○ Delivering the agreed number of sessions at the times negotiated; ○ Ensuring case load and case mix are following agreed guidelines; ○ Maintaining accurate records of client attendance, appropriate case notes and necessary forms; ○ Ensuring that service delivery complies with the appropriate policies and procedures as set out in the Policy and Procedures Manual and legislative requirements such as mandatory reporting and Intervention Orders; ○ Consistently and effectively engaging clients, maintaining good working alliances with consistently positive evaluations from clients; ○ Consistent participation in team meetings, and practice quality processes as required; ○ Effective management of an appointments diary; ○ Apply theoretical knowledge of trauma and/or crisis interventions in the provision of counselling, demonstrating an ability to assess for and manage trauma appropriately.
Capability management, development and practice	<ul style="list-style-type: none"> • Receive regular evaluations from clients on their counselling and group work and use them to improve practice and achieve better outcomes. • Stay contemporary in professional competency and skills through active participation in supervision, professional development, and reviews. • Maintain up-to-date knowledge of RAV's services and other associated services and relevant legislative changes affecting couple and family relationships and counselling.
Stakeholder management	<ul style="list-style-type: none"> • Maintains respectful, professional and supportive relations with centre staff, work area, colleagues following reasonable instructions and requests given by line-manager, senior staff in accordance with RAV's values, operational and business requirements. • Work effectively with a diverse range of community clients, including Culturally and Linguistically Diverse (CALD), Aboriginal and Torres Strait Islander community, mental health issues, family violence issues and individuals at risk. • Participation in community development and seminars, as appropriate.
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

	<p>organisation including a positive contribution to workplace harmony and displaying cooperative team behaviour.</p> <ul style="list-style-type: none"> 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"> Perform additional duties from time to time, as required by management.

REPORTING

Line manager:	Centre Manager and/or Senior Manager (relevant operational centre or area).
Manages:	Nil.
Key internal liaison:	Assistant Manager, Senior Clinician, other counsellors and administration staff.
External liaison:	Clients, external service providers, community leaders, relevant contacts and elders.
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)

- Provision of ethical and high-quality counselling/therapy services to clients.
- Efficient processing/completion of client details in CRM and effective record keeping.
- Effective participation in supervision (individual and group) and professional practice development.
- Consultation, as required, to provide effective and efficient services, with relevant community and service providers.
- Positive feedback from clients on services provided.
- Prompt reporting of notifiable incidents to line manager.
- Compliance with RAV policies and procedures.
- Awareness of and compliance with State and Federal funding requirements.

KEY SELECTION CRITERIA (KSC)

Mandatory KSC:

- Appropriate tertiary qualifications in a related discipline including family therapy, social work, counselling and psychology.
- Previous supervised professional experience in counselling.

- Demonstrated application of therapeutic modalities relevant to working with individuals, couples and families.
- Demonstrated ability to use therapeutic interventions and use appropriate good assessment tools.
- Demonstrated ability to work with individuals and couples where family violence is present and accurately assess for family violence.
- Understand and be able to practically apply relevant legislative regulations.
- Ability to build and sustain professional working relationships.
- Ability to develop/write succinct case notes and records including case conceptualisation.
- Satisfactory completion of a National Police Check, Working with Children check and International Police Check (if applicable).

Highly Desirable KSC:

- Affiliation with relevant professional body (e.g. the Australian Psychology Society (APS), Australian Association of Social Workers (AASW), or an appropriate Psychotherapy and Counselling Federation of Australia (PACFA) organisation).
- Candidates who are Aboriginal, Torres Strait Islander's, people with a disability or others from under-represented culturally diverse backgrounds are encouraged to apply.
- Qualifications and/or demonstrated experience in working with persons of Aboriginal and Torres Strait Islander or other culturally and linguistically diverse backgrounds.