**Position Description**

*Drummond Street Services is an essential service and its workers, contractors, students and volunteers are authorised workers and are required to be vaccinated against COVID-19 from 15th November 2021 (suitable proof includes COVID-19 Digital Certificate or Immunisation history statement). Exceptions only include workers that hold certification from a medical practitioner that they are unable to receive a dose, or a further dose, of a COVID-19 vaccine due to a medical contraindication or an acute medical illness (this includes contractors, self-employed and unpaid workers).*

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| Position Title: | Complex Trauma Practitioner | | | Position Grade: | SCHADS Award Level 5 |
| Department/Division: | Northern Region | | | Position No. |  |
| Reporting to: | Senior Complex Trauma Practitioner Disability Support Service | | | | |
| Position summary/purpose: | **First Nations People, LGBTIQ+ people, people with disability, people of color, public housing residents or people with a lived experience are encouraged to apply.**  drummond street provides trauma informed, recovery-oriented counselling and case work support services with people with disability and we work to ensure people with disability have the opportunity to safely share their story with the Disability Royal Commission.  Our services are open to all people with disability, their families, loved ones and carers, and we assertively engage people experiencing marginalisation and/or discrimination, prioritising First Nations people, people of colour, and/or those identifying as LGBTQI+, with a specific focus on public housing residents.  As a Complex Trauma Practitioner, you will provide high quality recovery-oriented, trauma informed counselling and case work support with people with disability (both children and adults) who have experienced violence, abuse, neglect and exploitation, including their families, carers and support workers | | | | |
| Key Responsibilities | | | | | |
| **Trauma informed counselling**   * Deliver a range of trauma responsive interventions, case work and advocacy for people with disability who have experienced violence, abuse, neglect and exploitation, their families, carers and support workers. * Deliver centre based and outreach counselling sessions through a range of mediums, including face-to-face, phone, on-line platforms. * Provide group programs for people who experience complex trauma, isolation and disadvantage. * Support the design, delivery and implementation of research and evaluation. * Provide community engagement and development approaches to build supportive pathways for vulnerable communities and families. * Develop and implement individual case plans based on targeted and discipline-specific (where appropriate to client needs) assessment, in collaboration with clients, consistent with drummond streets’ (ds) whole-of-family approach. * Assertive engagement of client cohorts that have specific needs or those considered socially marginalised to lessen the impact of social exclusion, including aboriginal families, emerging culturally diverse communities and greater risk cohorts including LGBTIQA+ * Sound knowledge of disability service systems including disability advocacy and/or preparedness to learn about various service systems, housing, NDIS, accessing the disability support pension, mental health, drug and alcohol, justice and corrections. * Complete all client records and other required documentation. * Ensure adherence to professional practice standards and ds’ policies and procedures including those relating to Practice.   **Supportive relationship-focused interventions**   * Provide interventions focused on reducing risk factors and increasing protective factors, in order to facilitate clients’ wellbeing, resilience and connections with families/carers/support workers. * Support clients’ engagement with the Disability Royal Commission, including their submission to the Commission if this is consistent with their aspiration and ds commitment to social justice. * Provide supports which are person-centred, underpinned by a human rights approach to disability and intersectionality. * Provide educational seminars and group work aimed at enhancing clients’ coping and broadening their support networks and resources.   **Networking and Partnerships**   * Represent the organisation positively with relevant providers for the purpose of making appropriate client referrals. * Use community development approaches (social justice, intersectionality, equality and mutual respect) to increase self-efficacy and empowerment of the communities. * Contribute to development and delivery of training to community members, partners and broader sector. * Work collaboratively with the transdisciplinary team and other services to identify and address services gaps and client needs.   **Research and Evaluation**   * Implement and support research and evaluation activities, including with data collection.   **Risk**   * Actively identify, monitor and manage areas of key risk and lead appropriate escalation and response * Actively monitor and act to improve the quality and safety of client services * Committed to prioritising child safety and maintain an understanding our Reportable Conduct Scheme responsibilities (we have a Child Safety Officer and Committee to support this)   **OH&S**   * Identify, report and record all safety hazards, incidents and injuries * Take reasonable care for the health and safety of others who may be affected by their acts or omissions and comply with the requirements of Victorian Occupational Health and Safety (OHS) Act 2004 and related ds OHS procedures and Safe Operating Procedures   **Quality Assurance & Improvement**   * Proactive, engaged in and committed to creating great experiences for each client * Be open to new ways of doing things and respond to challenges with innovative ideas and solutions.   **Social Differences**   * Role models, demonstrates and promotes respect for and values social differences * Interact with drummond street clients, staff and other stakeholders in a manner that is inclusive, respectful and non-discriminatory.     **Productivity**   * Focuses on people as well as productivity * Monitor productivity, identify and implement improvements as needed   **Infection Control**   * Commit to all necessary infection control measures as directed, including: * Practice hand hygiene keep your working environment clean & hygienic including shared areas such as kitchens, bathrooms, meeting rooms etc. * Wear personal protective equipment (PPE) as directed | | | | | |
| Key Competencies/Skills (no more than 6 of each) | | | Experience Profile (incl Qualifications) (No more than 6) | | |
| Competency | | Technical/Functional |  | | |
| Behavioural Competency   * Ability to work independently and within a transdisciplinary team. * Capability with cross cultural communication, facilitation, and training * Understanding of and experience in working with people from diverse backgrounds including LGBTIQA+, CALD and people with disabilities and neuro-diverse backgrounds * Ability to work in a high pressure, complex environment. * High level of self-awareness, professionalism and social justice values | | Technical/Functional   * Complex trauma counselling skills * Experience in trauma informed practice * Counselling and case work skills including case management/care coordination, prioritisation and administration. * Crisis risk assessment and management skills * Knowledge of determinants of risk and protective factors for mental health within diverse communities * Family-aware and inclusive practice * Sound Information Technology and written and verbal communication skills. * Group facilitation skills * Current Working with Children Check. | **Essential**   * Tertiary qualification in a relevant field (i.e., Psychology, Social Work, Mental Health) and along with other training and experience related to delivery of trauma informed counselling services for people who experience complex trauma, with a specific focus on people with disability. * Demonstrated knowledge and experience of delivering counselling and case work for people with disabilities, people who experience complex trauma and recovery approaches to intervention. * A minimum of two years’ experience in the counselling, family services, the disability sector and/or mental health sectors * History of working with people with disability in a manner which centres human rights and intersectionality. * Demonstrate your genuine interest and commitment to collaborating with LGBTIQA+, First Nation, and people of colour in a way that is affirming. * Demonstrated experience with providing interventions that support individuals and families with multiple and complex needs such as experiencing barriers to the NDIS, or DSP, complex communication, mental health, family violence and drug and alcohol issues.   **Highly Desirable**   * You identify as belonging to LGBTIQA+ communities, as well as other communities with whom ds assertively engages. * Applicants who have a lived experience of disability are encouraged to apply. * Experience working with young people and children with disabilities. | | |
| Position Dimensions | | | Decision Making Authority | | |
| * Client base: People with disability who have experienced violence, abuse, neglect and exploitation, their families, carers and support workers. * Broad stakeholder base includes other social services, children’s services, youth services and mental health systems in the Victorian community. * Travel for outreach work as required.   Part-time or full-time, depending on the practitioner’s circumstances. | | | Clinical decisions in the context of counselling and case work in adherence to policies and procedures, ethical obligations and within organisational delegations | | |