

JOB DESCRIPTION

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| Position title: | Counsellor Redress |
| Approved by: | General Manager Operations |
| Date effective: | December 2021 |

PURPOSE

The purpose of this position is to provide trauma-informed counselling and therapeutic case management for clients accessing Relationship Australia Victoria's (RAV)'s Redress program.

This position is covered by the Relationships Australia Victoria Staff Enterprise Agreement 2021-2025, 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

Reporting to the Centre Manager, this role sits in a specialist team of trauma-informed counsellors, offering a combination of counselling and therapeutic case management to clients living with the impacts of complex trauma. The primary responsibilities of this role include providing trauma-informed counselling, as well as practical support to people engaging with the National Redress Scheme. The National Redress Scheme allows for people affected by childhood institutional sexual abuse to apply to the responsible institution to offer redress through monetary acknowledgement, a direct personal response, and funding for counselling. Using therapeutic collaborative, strengths-based and trauma-informed interventions, you will be providing this complex client group with:

- Trauma-informed counselling and emotional support.
- Psychoeducation around the impacts of trauma and skill building to manage these impacts.
- Therapeutic case management including information provision and referral to community services.
- Advice, advocacy and support regarding the Redress Scheme.

KEY RESULT AREAS

| Area | Tasks |
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| Counselling and client contact | <ul style="list-style-type: none"> • Provide counselling with comprehensive service support to clients of the Redress program. • Conduct effective intake assessments and identify relevant intervention actions and goals for clients • Provide information and referral options to clients and provide a supportive warm referral process to services. |

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| | <ul style="list-style-type: none"> • Effectively manage client contact and service delivery using multiple modalities including telephone. • Negotiate Case Plans, including therapeutic goals and practical action or referral with the client(s) to ensure that client outcomes are achievable. • Provide timely follow up and support to current clients as required between sessions. • Ensure all data is collected and entered into relevant systems for reporting purposes. • You may be required to travel to RAV centres, regional or metropolitan as required from time to time, to facilitate client engagement / service delivery. |
| Program and service effectiveness | <ul style="list-style-type: none"> • Ensure the program and service area is effectively and efficiently supported and operated within scope and capacity of role. • Assist in accurate data recording and reporting as required. • Provide program and service reports to line or senior management and/or for funding obligations, as required. • Assess program and service effectiveness for further development opportunities. • Proactively make appropriate recommendations to further enhance the clinical and operational effectiveness of the programs. |
| Capability management development and practice | <ul style="list-style-type: none"> • Stay contemporary in professional competency and skills through active participation in supervision, professional development, and clinical review. • Maintain up-to-date knowledge of RAV's services and other associated services and relevant legislative changes affecting RAVs clients. |
| Teamwork | <p>Contribute to the development of a highly effective team by:</p> <ul style="list-style-type: none"> • Working collaboratively across the organisation. • Sharing knowledge and experiences. • Participating and contributing in team meetings, strategic and corporate planning meetings, teamwork plans and relevant cross unit working groups as required. |
| 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

Line Manager:

Centre Manager

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| Manages: | Nil |
| Key internal liaison: | Coordinator Redress; Practice Quality and Evaluation; centre management |
| External liaison: | Clients, external stakeholders, and other service providers |
| Note: | Reporting arrangements may change from time to time depending on business requirements. |

OUR VALUES

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| 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 high quality, client-centred counselling and support services to clients in accordance with RAV counselling frameworks, models and guidelines.
- Conduct four (4) client counselling sessions per day, as appropriate.
- Evidence of effective and timely intake assessments, risk assessments and intervention activities implemented with clients.
- Appropriate case plans documented to achieve client outcomes, completed within the first three (3) sessions.
- Maintenance of comprehensive, professional and timely case notes and other written records.
- Effective consultation, when appropriate, with the Senior Clinician and Program Coordinator.
- Responding to clients in a timely and professional manner
- Individual and peer supervision are attended monthly, with a reflective and active approach.
- Timely and accurate reporting and data entry to meet contractual and RAV requirements.
- Awareness and compliance with RAV policies, procedures, OH&S requirements, productivity requirements, quality framework and supervision expectations.

KEY SELECTION CRITERIA (KSC)

Mandatory KSC:

- Tertiary qualification in psychology, counselling, or social work.
- Demonstrated previous experience in counselling and/or mental health, trauma recovery, therapeutic case management and advocacy.
- Demonstrated ability to effectively intervene, prioritise and manage crisis situations.
- Knowledge of the effects of childhood trauma on adult functioning, and trauma-informed care approaches.
- Experience working with individuals and families with complex trauma and / or where sexual abuse is a presenting issue and a psychological and systemic understanding of the impact of such abuse on the individual and their relationships.
- Experience in delivering counselling services via different modalities such as telephone and video.
- Highly developed verbal and written communication skills.
- Must have own vehicle and current Victorian driver's licence.
- 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.
- Eligible for membership of a professional body (e.g. the APS, AASW or an appropriate organisation).
- 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.