

JOB DESCRIPTION

Clinical Specialist, Disability Royal Commission Comprehensive Support Services

RESPONSIBLE TO: Practice Lead

BASIC RESPONSIBILITY: Provision of counselling and flexible support services to individuals engaged with or affected by the Disability Royal Commission

DUTIES:

1. To work within a framework of trauma informed care and service delivery
2. Service Specific Duties:
 - a. Provision of trauma informed counselling services to people that have been affected by the Royal Commission that are accessible, client focused and meet the needs of people with a disability, their families and carers
 - b. Deliver trauma informed counselling services specifically tailored for people with a disability, including those with more complex needs.
 - c. Provide flexible services that address the varied access needs of people with Disabilities
 - d. Provide access to interpreting or cultural translation services as required.
 - e. Provide supportive referrals to legal support services, advocates, financial support services, counselling and psychological care providers.
 - f. Refer to or collaborate with appropriate services to provide social and practical support to clients such as housing, health, mental health, financial and aged care services in order to meet the critical needs of the individual.
 - g. Provision of flexible and responsive support services in locations including: Interrelate centres; via telephone; community venues; via email; web-based services; and attendance at the Royal Commission where necessary
3. To engage in reflective practice processes and to take responsibility for self-care
4. Be well-informed about Interrelate regional operations in order to facilitate the promotion of these Services within the Royal Commission Comprehensive Support Services and the local community

5. Be well-informed about other relevant community services in the area to facilitate effective referrals, including extensive knowledge of the Royal Commission process and supports
6. To engage in relevant local networks in order to promote the Royal Commission Comprehensive Support Services
7. Adhere to appropriate work practices to protect the confidentiality of clients
8. Responsible for meeting agreed service targets and undertaking appropriate promotional duties during non-face-to-face time
9. Keep case records, case notes and complete administrative data and reporting requirements
10. Ensure the engagement of clients in providing feedback on service delivery including outcomes and satisfaction data or other as required by the organisation
11. Participate in program and service evaluations as requested by Line Manager
12. Attend both individual and group supervision as requested by the Line Manager
13. Participate in professional team meetings
14. Pursue on-going training by: identifying training needs through regular performance assessments; attending internal training opportunities as agreed with the Line Manager; and attending relevant external training opportunities.
15. Participate in staff consultations in relation to e.g. organisational practices, policies and procedures, performance management systems etc.
16. Ability to use the Client Relationship Management System in order to make client appointments, referrals, reporting requirements and case notes
17. Employees are responsible for:
 - a. Following WHS policies and procedures
 - b. Ensuring that their conduct does not endanger others
 - c. Carrying out their duties in a manner which does not adversely affect their own health and safety or that of others
 - d. Cooperating with measures introduced in the interest of workplace health and safety
 - e. Undertaking any training provided in relation to WHS
 - f. Immediately reporting any matters which may affect workplace health and safety to their Line Manager
 - g. Correctly using any information, training, personal protective equipment and safety devices provided

- h. Refraining from intentionally misusing or recklessly interfering with anything that has been provided for health and safety reasons
- i. Undertaking only those tasks for which they have authorisation and/ or the necessary training, and for which all necessary safety arrangements are in place
- j. Observing anything in the workplace that may pose a hazard or potential risk and notifying the WHS representative
- k. Notifying the Practice Lead immediately of any conditions which may place a staff member or service user at risk of significant harm
- l. Ensuring clients and course participants are aware of WHS hazards and risks within the workspace, and of related fire, evacuation and emergency response procedures

POSITION REQUIREMENTS:

Interrelate employees are required to:

- 1. Work in collaboration, and network with, key stakeholders and the wider community
- 2. Understand and comply with all policies and procedures pertaining to the organisation
- 3. Demonstrate an awareness and commitment to the organisation's Code of Conduct, values and purpose
- 4. Perform other duties consistent with the responsibilities of the position as required by the Manager
- 5. Follow WHS policies and procedures relating to workers, managers and officers as per Interrelate's WHS policy
- 6. Understand the principles of equity and diversity and the needs of Indigenous communities
- 7. Complete a satisfactory Australian National Police Check
- 8. Hold clearance of a NSW Working with Children Check, current driver's license, and permission to work in Australia

SELECTION CRITERIA:

- A minimum of a Bachelor's degree in Social Work, Psychology and/or Behavioural or Social Science and counselling is essential. Post graduate qualifications in these areas is desirable
- A minimum of 2 years' experience in the provision of trauma related counselling and clinical support services to individuals who have experienced trauma
- Demonstrated understanding and experience of working within a trauma informed practice model and the ability to work with clients experiencing complex trauma within a violence, abuse, neglect or exploitation context
- Demonstrated understanding of the impact on individuals and their families of violence, abuse, neglect or exploitation and the skills required in working therapeutically with these individuals
- Demonstrated understanding of cross-cultural issues in providing services to individuals, families and communities who have experienced violence, abuse, neglect or exploitation
- Capacity to engage in reflective practice and take responsibility for proactive self-care
- Demonstrated ability to provide education and information sessions to community members
- Proven experience in provision of case management for clients experiencing high and complex needs including supportive and warm referrals and links to additional and community supports
- Previous experience in therapeutic group work with individuals and families
- Demonstrated skills in providing advocacy and support to individuals within broader systems
- Capacity to operate with minimal supervision
- Excellent written and verbal communication skills
- Administrative and organisational skills
- Proven experience in; working with people with a disability, child development, child protection, mandatory reporting, suicide prevention/intervention and family and/or institutional violence or abuse issues