

Position Description

Position Summary	
Position Title	Family Violence & Generalist Counselling Caseworker (Incl Group Program Delivery)
Program	Counselling and Casework Program
Enterprise Agreement / Award	Level 5
Classification	Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2017 (or its successor)
Reports To	Program Manager - Counselling and Casework Program
Ordinary Location	23 Lennox Street, Richmond, VIC
Immunisation Requirements	Category A

Organisation Profile
<p>North Richmond Community Health (NRCH) is committed to making healthcare more accessible and culturally relevant. It works with community members to support social justice principles which afford all people the right to dignity, respect, and the highest quality of care. With the recent addition of Victoria's first Medically Supervised Injecting Room, NRCH is dedicated to combating stigma and discrimination experienced by people who use drugs, and improving their quality of life.</p> <p>NRCH provides a range of medical, allied health, dental and community services to clients from all backgrounds. We also provide specialist health services in other parts of Victoria, and work with health, government and community services around the country.</p> <p>Website Information: www.nrch.com.au</p>
Program Description
<p>Community Health Centres across Victoria provide counselling and casework services that focus on providing support to disadvantaged people experiencing a number of issues including; mild to moderate mental health problems, family violence, social Isolation and limited access to support services.</p> <p>The Counselling & Casework Program offers individuals and their families on low income and living in the City of Yarra with short to medium term generalist counselling and casework support. The program also offers group work programs, events and activities to address community need such as a group for women recovering from family violence, Mental Health Self Help, Self-Care, etc. Counselling and casework support can be reviewed and extended dependent on individual's needs.</p>
Position Purpose
<p>Provide specialist family Violence and generalist counselling and Casework support to disadvantaged and marginalised individual's and their families experiencing multiplicity of issues including mental health, family violence, housing, employment, social isolation, etc.</p>

Key Responsibilities

- To provide specialist family violence and generalist counselling and casework support to clients according to individual & family need;
- To carry a caseload of clients determined depending on intensity of cases and group programs.
- To design and deliver group work programs in response to issues identified within the community and funding arrangements e.g group for women recovering from FV.
- Provide a number of “duty social “appointments per week for clients with one-off and short-term needs.
- Attend weekly team meetings to discuss cases, waitlist and case allocation based on expertise and experience;
- Provide comprehensive client assessment and develop targeted case plan for intervention;
- Provide counselling interventions using a number of evidence-based techniques in line with experience and competence;
- Provide clients with targeted case work including advocacy, case conferencing and case co-ordination where needed using a strengths-based practice model;
- Via casework build client capacity to access housing, vocational training and employment, education, income support, social and recreational activities, health promotion, and immigration services.
- Provide information and referral, supported if needed, to appropriate internal and external services and agencies;
- Ensure all services are culturally appropriate and accessible and use interpreting services as needed;
- Provide secondary consultation and support as needed to other NRCH staff and external agencies.
- Build and maintain external relationships by attending meetings, committees, forums and events;
- Liaise with relevant internal and external organisations to advocate for improved access to services for people from culturally and linguistically diverse backgrounds;
- Continue to reflect upon and develop personal practice undertaking regular, professional development and maintain registration with appropriate professional bodies;
- Build positive and cohesive working relationships with all team members, management and colleagues at NRCH.
- Contribute to building a positive team atmosphere of trust, respect and openness while respecting colleagues’ rights to hold differing views;
- Partake in monthly clinical supervision and team group supervision to ensure best client outcomes and to monitor clinician performance against objectives;
- Maintain current, comprehensive and accurate client case files, care plans and statistical data as required, ensuring client confidentiality;
- Maintain registration with appropriate professional bodies;

- Adhere to professional Codes of Ethics and uphold organisational standards of client care.

KEY SELECTION CRITERIA	
Qualifications	
Essential	<ul style="list-style-type: none"> • Relevant Tertiary Qualifications; Counselling, Social Work, Psychology • Valid Police Check or willingness to undertake • Working with Children check • Current Victorian Drivers Licence • Maintain up to date CPR and/or First Aid training
Desired	<ul style="list-style-type: none"> • N/A
Experience	
Essential	<ul style="list-style-type: none"> • Minimum 5 years work experience in a similar role. • Demonstrated experience working in a family violence specialist service and current knowledge of MARAM, relevant legislation and demonstrated experience with post crisis family violence counselling. • Demonstrated experience in practicing a range of counselling interventions particularly with people from culturally and linguistically diverse backgrounds. • Demonstrated ability in design and delivery of therapeutic group work programs e.g Family Violence, Mental Health Self Help, Self-care, etc. • Demonstrated understanding of a range of complex client issues and ability to conduct assessments, develop case plans and provide advocacy and case work interventions. Including ability to build and maintain professional networks and relationships with other service providers.
Desired	<ul style="list-style-type: none"> • A community language will be highly regarded.
Attributes, Qualities and Skills	
Essential	<ul style="list-style-type: none"> • Excellent written, communication, time management and organisational skills. • Able to conduct client work to a highly ethical and professional standard. • To work as part of a team and independently. • Experience in using client databases and IT proficiency and the ability to maintain professional standards in case noting and client records.

Required Competencies, Core Values and Behaviours

Communication:

- The ability to present information clearly and persuasively and seek out the ideas and views of others.
- The capacity to communicate appropriately in a variety of settings, while being consistently professional, concise and engaging.
- The ability to present well-constructed written communication.

Problem solving:

- The ability to coordinate information from a variety of sources; identify, define, and analyse operational problems and situations and anticipate potential roadblocks.
- Solutions focussed approach to problem solving.

Teamwork:

- The ability to collaborate with colleagues to seek solutions that are beneficial to all groups as well as forge successful teams among individuals with diverse perspectives and skills.
- Actively participates in team activities.
- Performs own roles and responsibilities efficiently to contribute to the program and organisation's objectives
- Seeks feedback to ensure work is consistent with expectations.
- Identifies opportunities to do things better, develops ideas with others and assists with the implementation of routine changes.

Interpersonal Relations:

- Understand the importance of fostering positive relationships with co-workers and relevant external organizations.
- Treat all stakeholders with dignity, respect and fairness.
- Deal with differences of opinion fairly before they escalate into conflict and seek common ground among individuals when opinions differ.

Community Focus:

- Is sensitive to communities' heritage, traditions and identity.
- Develops the knowledge and skills needed to provide quality client care.
- Maintains basic awareness of current community issues.

Personal:

- At all times, maintain a standard of conduct, reflective of the NRCH Code of Conduct, and those of relevant professional codes.
- Set annual goals for themselves in conjunction with the line manager and participates in their own annual Performance Management.
- Maintain an effective personal professional development plan.

All NRCH appointments must:

- Conduct themselves in a manner consistent with organisation's Code of Conduct, Scope of Practice, Employment Contract, Cultural Competency standards and all other policies and procedures.

- Behave in a manner consistent with organisation's values of Innovation, Embracing Diversity, Equity of Access, Organisational Learning, Respect for Others, Openness and Connectedness with our Community
- Create and provide a child-safe environment and to the participation and empowerment of children. NRCH has zero tolerance of all forms of child abuse and all allegations and safety concerns will be treated very seriously. All NRCH staff and volunteers are required to contact authorities when they are worried about a child's safety. If you believe a child is at immediate risk of abuse contact 000.
- Participate in the NRCH risk management and quality improvement systems by being aware of responsibilities to identify, minimise and manage risks and identify opportunities for continuous improvement in the workplace through communication and consultation with managers and colleagues.
- Contribute positively to a safe workplace by reporting hazards and incidents immediately to an OHS representative, committee member or manager. Employees must behave in a manner that fosters safe working practices.
- Adhere to NRCH infection control policies and procedures.
- Present for work on time, and follow notification guidelines when ill or late for work or applying for leave.
- Be subject to a six-month probationary period, wherein performance will be reviewed prior to the expiry of the probationary period and an ongoing employment decision will be communicated.
- Participate in annual performance reviews where all staff will have responsibility for an individually tailored work plan. All position descriptions are open to periodic review by management in consultation with staff.
- Participate in NRCH Accreditation processes as required;
- Work in the guidelines of the NRCH smoke-free environment, including within vehicles.
- Be willing to perform other duties as directed, in accordance with training, skills and experience.

Further Information

For enquiries relating to this position, contact Nazik Nasser at nazikn@nrch.com.au or call 03 9418 9975

Job Demands Checklist

North Richmond Community Health endeavours to provide a safe working environment for all staff. The table below describes the demands and risk factors associated with this job. Applicants must review this information to ensure they can comply with these requirements. Successful applicants will be required to sign the acknowledgment at the end of the position description to confirm their ability to perform the job demands of this position.

Frequency definitions:

I = Infrequent	Activity may be required very infrequently
O = Occasional	Activity required occasionally, not necessarily all shifts

F = Frequent	Activity required most shifts, up to 50% of the time					
C = Constant	Activity that exists for the majority of each shift and may involve repetitive movement for prolonged periods					
N/A = Not Applicable	Activity not performed					
Aspects of Normal Workplace				Frequency		
Demands	Description	I	O	F	C	N/A
Physical Demands						
Sitting	Remain seated to perform tasks			x		
Standing	Remain standing to perform tasks			x		
Walking	Periods of walking required to perform tasks				x	
Bending	Forward bending from waist to perform tasks		x			
Kneeling	Remaining in a kneeling position to perform tasks	x				
Lifting/Carrying	Light lifting and carrying		x			
	Moderate lifting and carrying		x			
	Assisted lifting (mechanical, equipment, person assist)	x				
Climbing, Working at Heights	Ascending and descending ladders, steps, scaffolding					x
Pushing/ Pulling	Moving objects e.g. trolleys, beds, wheelchairs	x				
Reaching	Arms fully extended forward or raised above shoulder	x				
Crouching	Adopting a crouching posture to perform tasks					x
Foot Movement	Use of leg and/or foot to operate machinery					x
Head Postures	Holding head in a position other than neutral (facing forward)	x				
Fingers/Hand/ Arm Movement	Repetitive movements of fingers, hands and arms e.g. computer keyboarding				x	
Grasping/Fine Manipulation	Gripping, holding, clasping with fingers or hands	x				
Driving	Operating a motor vehicle e.g. Use of hospital cars, deliveries, visiting clients, tractor, ride on mower, forklift, bus etc.			x		
Using role specific tools/equipment	Floor Polishing Machines, Floor Scrubbing Machines and Vacuums					x

Aspects of Normal Workplace		Frequency				
Demands	Description	I	O	F	C	N/A
Psychosocial Demands						
Distressed People	Highly emotional people crying, upset, unhappy, depressed. Eg. Emergency or grief situations			x		

Aspects of Normal Workplace		Frequency				
Demands	Description	I	O	F	C	N/A
Aggressive/ Unpredictable People	Raised voices, yelling, swearing, arguing. Eg. Drug/alcohol, dementia, mental illness			x		
Exposure to Distressing Situations	Eg. Child abuse, delivering bad news, viewing extreme injuries, viewing deceased		x			
Environmental Demands						
Security Concerns	Concerns about safety and security of self, accessing and leaving work, performing duties		x			
Noise	Environmental/background noise necessitates people raising their voice to be heard		x			
Confined Spaces	An enclosed or partially enclosed space that is not designed or intended primarily to be occupied by a person					x
Biological Hazards	Eg. Exposure to body fluids, bacteria, infection diseases requiring PPE	x				

Mandatory Employment Requirements

- **Police Checks:** It is a requirement of the role that the incumbent provide a satisfactory National Criminal History Check prior to employment, as well as periodic checks every three years as outlined in the NRCH Recruitment, Selection and Induction Protocol available on the intranet, as well as the Victorian Government Safety Screening Policy for funded organisations. International Police Checks will be required where the incumbent has lived overseas within the past 10 years.
- **Mandatory Immunisation:** North Richmond Community Health is required to manage the risk of transmission of vaccine preventable diseases as legislated by Health Services Amendment (Mandatory Vaccination of Healthcare Workers) Bill 2020 (Vic). Consistent with this, all staff are required to demonstrate evidence of mandatory immunisations/vaccinations prior to commencement of employment, as well as participation in on-going required immunisation programs. Immunisation requirements are determined by the risk Category an employees' position falls under, and are detailed in the NRCH Staff Immunisation Program Procedure document available on the intranet.
- **Working with Children Check:** Employees who are engaged in child-related work (and aren't otherwise exempt under the *Worker Screening Act 2020*) are required to provide a satisfactory Working with Children Check prior to employment, as well as periodic checks every five years' as mandated.

I understand and have read the above Position Requirements and hereby declare that I am: Suitably qualified and experienced to undertake these duties described herein; and physically able to undertake the duties herein described without modification.



SIGNATURE: _____ **DATE:** _____

EMPLOYEE NAME: _____