

Position Description

POSITION TITLE:	Men's Family Violence Counsellor (MFVC)
POSITION TYPE & TENURE:	Full-time/Part-time
REPORTS TO:	Service Team Leader
DIRECT REPORTS:	N/A
LOCATION:	National Locations
DATE APPROVED:	May 2022

ABOUT NO TO VIOLENCE

No to Violence is Australia's largest peak body for organisations that work with men that use violence providing training, sector development and advocacy across the sector that works with men who use violence. We also operate the Men's Referral Service, providing a counselling service and referral pathways directly to men who use violence. As a pro-feminist organisation, women and children are at the centre of what we do - by ending men's use of family violence, families, individuals and communities are safer.

ROLE OVERVIEW

The Men's Family Violence Counsellor (MFVC) is responsible for engaging with clients (primarily men who use family violence), providing professional telephone (in-bound and out-bound) and on-line counselling advisory and support services. The telehealth counsellors provide professional information support and referral service with a focus on referral to local and longer-term support options and ensuring clear and concise adherence to risk assessment and family safety.

Our clients are men who are using family violence, family members and friends and frontline practitioners who work in the Domestic and Family Violence sector seeking secondary consultation and support.

The MFV Counsellor role operates on a rotating roster, and an on call after hours service, spanning 7 days per week, including weekends and public holidays, except where otherwise specified in the Employment Agreement.

KEY RESULT AREAS

Provide counselling services to clients adhering to NTV principles and practices including working collaboratively with other team members in providing client support

- Provide professional family violence counselling and advisory support services to both inbound and outbound callers in accordance with NTV principles and practices which represent behaviours which are: respectful, non-collusive, victim/survivor-centred, timely and culturally relevant.
- Provide referral information to enable clients and others to access other local, community-based support services where required.
- Provide secondary consultation services to frontline workers seeking secondary consultation and support.

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<ul style="list-style-type: none"> Provide support to clients using NTV's Remote Working Toolkit, both a single and multi-session approaches to counselling and using warm and cold referral processes.
<p>Undertake prescribed risk management practices when dealing with clients</p>
<ul style="list-style-type: none"> Use professional risk assessment and best practice when engaging with callers, operating in accordance with NTVs risk management protocols, procedures and clinical governance framework. Engage appropriate risk management follow-up as required. Consult with a Services Team Leader in relation to the management of more complex and/or high-risk. Demonstrated competency and experience in risk escalation within the organisation.
<p>Follow organisational policies, procedures and systems</p>
<ul style="list-style-type: none"> Ensure all cases are managed professionally, are accurate and the records up-to-date and entered into the relevant CRM data base. Ensure all work is undertaken in compliance with NTV policies, procedures, frameworks and processes, applicable legislation and governance requirements. Keep up to date with family violence/sector reforms
<p>Ensure skills and knowledge are up to date through professional development and as an active team member</p>
<ul style="list-style-type: none"> Participate in team meetings, individual and group supervision/feedback sessions (including those relating to "on-call"), and clinical supervision sessions. Play an active role in individual and group professional development activities to support on-going knowledge/skill enhancement and practice development. Provide feedback and insights regarding systemic issues, continuous improvement opportunities and work processes/practices.

<p>EXPERIENCE AND QUALIFICATIONS</p>
<p>Essential</p> <p>*Minimum mandatory qualifications requirements As per the minimum mandatory qualifications requirements all candidates wishing to apply for this role must be able to demonstrate that they:</p> <ul style="list-style-type: none"> are considered EXEMPT under the policy OR hold a Bachelor of Social Work or other equivalent qualification OR have minimum 5 years relevant professional experience, OR a related qualification as per the mandatory minimum qualification requirements. OR hold significant cultural knowledge and experience or lived experience, and have faced barriers to educational pathways <p>Minimum mandatory qualification requirements are described at: https://www.vic.gov.au/mandatory-minimum-qualifications-specialist-family-violence-practitioners</p> <p>Please note that candidates wishing to enter the specialist family violence workforce via a</p>

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related qualification or 5 years related professional experience pathway, OR the significant cultural knowledge and experience or lived experience pathways will be required to work towards an equivalent qualification within specified timeframes (as per the mandatory minimum qualifications policy). If you believe these pathways may apply to you and would like more information, please contact HR to discuss this further.

Applicants applying with a qualification equivalent to a Bachelor of Social Work will need to complete the [Minimum Qualification Pathways and Equivalency Self-Assessment form](#)

- Specialist knowledge and skills, including intake and risk assessment. Prior experience providing family violence services is highly desirable.
- A demonstrated understanding of the social and gendered context of family violence and the impact of violence on women and children
- Understanding of legislation, risk management and reforms pertaining to the family violence sector.
- Experience in the delivery of counselling or case management services either face to face or over the telephone
- Experience in assessing and responding to clinical risk
- Demonstrated personal commitment to the practice and principles of non-violence, justice, social inclusion and gender equity issues
- Ability to work independently and part of a wider team
- Proficiency in the use of the Microsoft Office suite and CRM systems to capture client information
- Commit to working inclusively with Aboriginal and Torres Strait Islander people, people from culturally and linguistically diverse communities, LGBTI people and people with disabilities

Other Requirements

- Legal entitlement to work in Australia
- Employment with NTV is conditional upon receipt of satisfactory references and a Police records check. Some roles require a Victorian Working with Children Check.
- Regional and interstate travel will be required from time to time
- NTV values equity, diversity and inclusion and welcomes people of all backgrounds, including Aboriginal and Torres Strait Islander peoples and people of colour. NTV values people of all abilities and diversity of ethnicity, culture, faith, gender identity, sexual orientation and intersex status. We welcome unique contributions and perspectives of all people to ensure our workforce is representative of the communities we work with and live in. All staff are expected to work to this commitment.

Signature of Job Holder _____ Date signed _____