

Position Description

Position Title:	Senior Complex Trauma Practitioner	Position Grade:	SCHADS 6
Department/Division:	Complex Trauma Services	Position No.	
Reporting to:	Manager, Complex Trauma Services		
Position summary/purpose:	<p><i>Drummond Street Services encourages applications from First Nations people, LGBTIQA+ people, people with disability, people of colour, public housing residents and people with lived experience.</i></p> <p>The Senior Complex Trauma Practitioner supports the Manager, Complex Trauma to provide high-quality clinical leadership, day-to-day line management, supervision and complex trauma-informed counselling with an intersectional lens. The role focuses primarily on survivors of institutional child sexual abuse who are considering engaging, or have engaged, with to the National Redress Scheme (NRS). This includes preparing and assisting clients to make an application to the NRS, support through the Direct Personal Response process and therapeutic support under the National Redress Counselling and Psychological Care (CPC) Service Victoria. A key KPI is to assertively promote the NRS to survivors from culturally and linguistically diverse communities with a targeted engagement plan. A secondary focus of the role is support for people eligible for other redress schemes and Complex Trauma Service counselling.</p> <p>The Senior Complex Trauma Practitioner:</p> <ul style="list-style-type: none"> • Supports overall team wellbeing and opportunities to support staff • Ensures record-keeping metrics are maintained by themselves and their supervisees • Exercises independent professional judgement within policies and delegations • Makes clinical and advocacy decisions relating to assessment, care planning and risk management • Manages their own caseload and oversee supervisees' practice quality • Escalates issues appropriately and seek guidance as required • Actively promotes programs to audiences and stakeholders as per contractual obligations <p>We assertively engage people with intersectional identities who experience access barriers, marginalisation and/or discrimination, including First Nations people, people of colour, those identifying as LGBTIQA+, and public housing residents.</p>		

Key Responsibilities

Leadership

- Provide clinical leadership, line management, supervision, coaching and mentoring.
- Support evidence-based complex trauma practice across the service.
- Uphold Child Safe Standards and culturally safe, inclusive practice.
- Contribute to operational planning, KPIs and contractual outcomes.
- Support staff performance, development and adherence to organisational values and policies.

Service Delivery

- Deliver survivor-led, complex trauma-informed counselling, case work, advocacy and practical support to assist engagement with redress schemes.
- Support survivors through brief (6–10 sessions) or intensive (20–40+ sessions) interventions, based on assessed complexity and dynamic risk.
- Collaboratively support survivors to undertake biopsychosocial assessment, safety planning, care planning, and stabilisation work.
- Support survivors to prepare for, participate in, and debrief after Direct Personal Response processes.
- Provide transitional support to access Counselling and Psychological Care entitlements following redress outcomes.
- Deliver inclusive practice that centres cultural safety, intersectionality, and social justice.
- Actively collaborate with families, carers, and multidisciplinary care teams.
- Actively promote the NRS to people from culturally and linguistically diverse communities with a targeted engagement plan.

Counselling and Psychological Care Programs

- Deliver survivor-led support session-based counselling for those survivors who have accepted an offer of redress for approximately 20 sessions per 12 months. Along with support for family members (by origin or choice) can access up to 20 sessions of CPC (per person).
- Regardless of the duration, interventions will prepare all clients to exit the service in a supported and safe way and be focussed on this transition.
- The practitioner needs to establish clear goals with the client at the outset and use goals to guide the intervention and to regularly manage progress and risk. If a client is not progressing towards their goals, this should be understood early, and necessary changes or different supports be put in place accordingly.
- As this is a session-based service – completion of required approvals and adherence to reporting and accountability requirements, with agreed sessions planned for and in accordance with DS policies and procedure.

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
- Commit to child safety and to creating and maintaining a child safe organisation in line with the Victorian Child Safe Standards.

Supportive family focused interventions

- Provide holistic, family-centred interventions where required.
- Use prevention and early-intervention approaches.

Meetings and Supervision

- Participate in supervision, training and organisational meetings.

Networking and Partnerships

- Build effective partnerships and referral pathways.
- Contribute to community education and sector training.
- Collaborate to identify service gaps and client needs.

Research and Evaluation

- Contribute to evaluation, data collection and reporting.

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

Competency

- Behavioural Competency
- Ability to work independently and within a close team.
- Capability with cross cultural engagement and communication.
- Understanding of and experience in working with people from diverse backgrounds including LGBTQIA+, culturally diverse communities and people with disabilities and neuro-diverse backgrounds.
- The ability to work in a high pressure, complex environment.

Technical/Functional

- Technical/Functional
- Evidence-based Complex trauma practice skills.
- Experience in trauma recovery-oriented practice.
- Counselling and case work skills.
- Sound practice supervision skills.
- Strong knowledge of determinants of risk and protective factors for mental health within diverse communities.
- Crisis risk management skills.
- Family-aware and inclusive practice.
- Experience with outreach work.

Experience Profile (incl Qualifications)

Essential

- Relevant tertiary qualification (e.g. Social Work, Psychology, Mental Health) PLUS additional training and experience related to delivery of evidence-based complex-trauma informed counselling services.
- Current professional accreditation (AASW, PACFA, AHPRA or equivalent).
- Minimum five years' experience in counselling and/or mental health.
- At least two years' experience providing clinical supervision.
- Demonstrated experience supporting survivors of institutional child sexual abuse.
- Demonstrated knowledge of complex trauma and healing and recovery approaches to intervention
- 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.
- Demonstrated commitment to inclusive, affirming and intersectional practice.

<ul style="list-style-type: none"> • High level of self-awareness, professionalism and social justice values. 	<ul style="list-style-type: none"> • Sound Information Technology and written and verbal communication skills. • Group facilitation skills. 	<p>Desirable</p> <ul style="list-style-type: none"> • Experience working within the criminal justice system. • Demonstrated experience in community engagement and health promotion. • Current Australian driver’s licence.
<p>Position Dimensions</p>		<p>Decision Making Authority</p>
<ul style="list-style-type: none"> • Client base: <ul style="list-style-type: none"> • Primary: survivors of institutional child sexual abuse and their families. • Secondary: survivors of all other forms of institutional child abuse, people with disability, their families, carers and support workers • Operates within cross-disciplinary and cross-Drummond Street program teams and across multiple service sites. • Provides individual clinical supervision and regular case reviews for Complex Trauma Practitioners. • 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. • 1.0 FTE • This is a hybrid role, with 1-day WFH (Monday, Thursday or Friday). • Work after hours one night per week on Tuesday to enable service access. Hours will be 11am – 7pm (subject to change) • Service delivery modalities include face-to-face (centre-based and outreach), online and phone. 		<ul style="list-style-type: none"> • Clinical decisions in the context of counselling and case work in adherence to policies and procedures, ethical obligations and within organisational delegations. • Responsible for practice quality, including risk management plans, strategies and reviews across all areas of operational responsibility. • Independent professional judgement, including when to seek advice. • Supervision and line management of staff and students as required. • Management of own caseload, as well as those of supervisees and students, in consultation with their supervisor as required. • Case assessment and care planning.