

Position Title:	Counsellor – Couple, Family and Child
Service/Program:	Operations
Approved By:	General Manager Operations
Date Effective:	July 2023

Our Organisation

Relationships Australia Victoria (RAV) is a secular, community-based, not-for-profit organisation with more than 75 years' service delivery experience. 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. We provide services across metropolitan Melbourne and regional Victoria, through a network of centres, outreach locations and via telephone and telehealth.

Our Values

Inclusiveness, respect, integrity, transparency, accountability, effectiveness, innovation and compassion.

Position Purpose

The purpose of this position is to ensure Relationships Australia Victoria (RAV) provides effective, high quality, culturally sensitive relationship counselling for individuals, couples and families.

This position is covered by the Relationships Australia Victoria Staff Enterprise Agreement (SEA), but otherwise, would be covered by the Social, Community, Home Care and Disability Services Industry (SCHADS) Award 2010.

Position Specifications

Reports to	Centre Manager and/or Senior Manager
Direct reports	Nil
External relationships	Clients, external service providers, community leaders, relevant contacts and elders
<i>Note: Reporting arrangements may change from time to time to meet business requirements</i>	

Position Summary

RAV's counsellors are responsible for the provision of effective, high quality, culturally sensitive relationship counselling and therapy, including education programs, to individuals, couples and families, under the Commonwealth Family Law Act through the Family and Relationship Services (FaRS) program.

RAV's counsellors will have expertise in childhood development and family dynamics and be able to respond to a diverse range of issues: including trauma; violence and abuse; parenting concerns; stress and anxiety; separation and divorce; blended families.

RAV's counsellors will need to maintain a child-focus and work systemically with families. All RAV counsellors need to be guided by good theory and research, able to choose interventions that are most likely to bring about sustained positive change. Complex cases may require some case management.

RAV's counsellors operate within a framework of: -

- Valuing and measuring client outcomes, client satisfaction and, counselling effectiveness;
- Active responsibility for dealing with family violence within a risk assessment framework pertaining to the safety of women and children;
- Openness and accountability;

Position descriptions are regularly reviewed to ensure they meet RAV's needs. These may be changed by general or department managers, and/or the Chief Executive Officer at any time. Current position descriptions are accessible at any time on SharePoint.

- A teamwork approach to service delivery with the necessity of providing support and expertise to team members to enhance each other's performance and deal with the stresses that accompany the work
- Active participation in supervision, professional development and performance management.

Key Result Areas (KRAs)

Area	Tasks
Counselling and Therapy services	<ul style="list-style-type: none"> • Provide ethical and high-quality counselling/therapy services to individuals, couples and families in order to stabilise and improve their relationships and the long term negative effects of family conflict and abuse. This may include psycho-educational group work and the following: - <ul style="list-style-type: none"> ○ Delivering the agreed number of sessions at the times negotiated; ○ Ensuring case load and case mix are following agreed guidelines; ○ Maintaining accurate records of client attendance, appropriate case notes and necessary forms; ○ Ensuring that service delivery complies with the appropriate policies and procedures as set out in the Policy and Procedures Manual and legislative requirements such as mandatory reporting, Intervention Orders, Court Orders including Parenting Orders; ○ Consistently and effectively engaging clients, maintaining good working alliances – with consistently positive evaluations from clients; ○ Consistent participation in team meetings, session observations, research projects, and practice quality processes as required; • Effective management of an appointments diary.
Capability management, development and practice	<ul style="list-style-type: none"> • Receive regular evaluations from clients on their counselling and group work, and use them to improve practice and achieve better outcomes. • Stay contemporary in professional competency and skills through active participation in supervision, professional development, and reviews. • Maintain up-to-date knowledge of RAV's services and other associated services and relevant legislative changes affecting couple and family relationships and counselling.
Stakeholder management	<ul style="list-style-type: none"> • Maintains respectful, professional and supportive relations with centre staff, work area, colleagues following reasonable instructions and requests given by line-manager, senior staff in accordance with RAV's values, operational and business requirements. • Work effectively with a diverse range of community clients, including CALD, Aboriginal and Torres Strait Islander community, mental health issues, family violence issues and individuals at risk. • Participation in community development and seminars, as appropriate.
Policies procedures and systems	<ul style="list-style-type: none"> • Comply with policies, procedures and systems as required. • Model the organisation's values and contribute to the workplace culture. • Identify, communicate, report OHS related risks and hazards within the workplace.
Continuous improvement	<ul style="list-style-type: none"> • Demonstrate commitment to team / centre objectives and strategic priorities. • Identify, develop and support new initiatives, quality, continuous improvement activities to support organisational requirements.
Other	<ul style="list-style-type: none"> • This position description is not an exhaustive list of responsibilities. • Additional responsibilities not listed may be required; these may change from time to time to reflect the needs of our clients and the service but will remain at the same level of responsibility aligned to this position. • You are expected to perform different tasks which fit with your skills, abilities and knowledge, as may be necessary due to business, workplace, service changes.

Key Performance Indicators (KPIs)

- Provision of ethical and high quality counselling/therapy services to clients
- Efficient processing/completion of client details in CRM and effective record keeping
- Effective participation in supervision (individual and group) and professional practice development
- Consultation, as required, to provide effective and efficient services, with relevant community and service providers
- Positive feedback from clients on services provided

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- Prompt reporting of notifiable incidents to line manager
- Awareness of and compliance with State and Federal funding requirements

Key Selection Criteria (KSC)

Mandatory KSC:

- Degree in social work, counselling, family therapy or psychology.
- Experienced providing relationship counselling and/or family violence client services.
- Demonstrated skills in therapeutic modalities relevant to working with individuals couples and families.
- Able to use therapeutic interventions and use appropriate good assessment tools.
- Able to work with individuals and couples where family violence is present and accurately assess for family violence.
- Understand and be able to practically apply relevant legislative regulations.
- Ability to build and sustain professional working relationships.
- Ability to develop/write succinct case notes and records including case conceptualisation.
- Counselling skills training which includes some training in relationship counselling and family violence.
- All employees will be required to undertake a National Police Check, International Police Check (if applicable), and have a current Working with Children Check throughout their employment.
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Desirable KSC:

- Affiliation with relevant professional body (e.g. the APS, AASW, or an appropriate PACFA organisation).
- Experience working in a role with culturally and linguistically diverse clients, stakeholders and staff (preferable).

We encourage applications from First Nations peoples, people from under-represented culturally and linguistically diverse backgrounds, people from lesbian, gay, bisexual, transgender, intersex, queer, asexual (LGBTIQA+) communities, and people living with disability.



We acknowledge the First Nations and Torres Strait Islander peoples as the Traditional Owners of the lands and waterways of Australia. We support Aboriginal people's right to self-determination and culturally safe services. We recognise the lifelong impacts of childhood trauma. We recognise those who had children taken away from them.