

Position Description

Business area	ERICA Women's Centre
Position Title	Counsellor
Classification	Health Professionals & Support Services Award Level 2
Salary range	\$62,442 to \$82,888 per annum (Pro Rata for Part-Time and Casuals)
Reporting to	Senior Counsellor
Supervision of	Nil

Guided by our Vision, Purpose and Values

Vision - Empowered Women, Strengthening Community

Purpose - To empower, strengthen and improve the well-being of all women and families for stronger futures.

Values - Respect, Inclusion, Courage, Authentic.

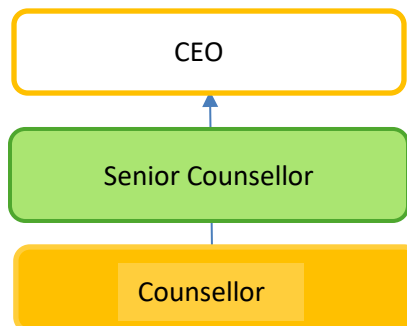
Diversity Statement

ERICA Women's Centre (ERICA is committed to delivering services that actively and respectfully consider the cultural and social diversity of the clients we serve, their families, and support networks, as well as meet their needs throughout all phases of service development and delivery. Social and cultural diversity encompasses: Aboriginal and Torres Strait Islander people, culturally and linguistically diverse individuals [CALD], religious and spiritual beliefs, gender, sexual orientation, physical and intellectual disability, age profile, literacy and numeracy challenged and socioeconomic status.

Position intention

To listen to, empathise with, encourage, and help to empower individuals. This position is responsible for the provision of effective, high-quality, culturally sensitive, individual counselling and group programs for individuals. The nature of problems encountered varies according to the setting and could include anxiety, depression, trauma from Family & Domestic Violence, Perinatal Depression, Grief and Loss and difficulties coping with traumatic experiences and events. At times, this can be a challenging role, so you must have the ability to multitask and adapt to any given situation. Duties may vary in line with operational and business requirements.

Organisational structure



	ACCOUNTABILITIES	PERFORMANCE CRITERIA
1	Effective Counselling & Assessment.	<ul style="list-style-type: none"> • Schedule a caseload of 5 direct client sessions/activities booked per working day. These sessions provide specialised counselling services to clients in a 1:1 or group setting. • To provide short-term counselling, 6 – 10 sessions per client, to empower them to learn new coping methods to improve the health and well-being of women and their families. These sessions can also be telehealth. • Provide effective, evidence-based, and culturally sensitive short to medium-term (6-10 sessions) trauma counselling to women who have experienced family & domestic violence, perinatal depression, grief & loss, suicidal thoughts, depression, anxiety, low self-esteem, and other related topics. • Participate and collaborate in the development and delivery of group work programs. • Participate in the intake service, assessing and enabling eligible people to easily access our service. Provide information regarding services, supports, options and waiting lists. • To support developing and achieving a treatment plan and positive outcomes. • To provide advocacy and support for clients through other service referrals. • Identifies cases of concern and liaises with the Supervisor regarding appropriate risk management and reporting. • Provide professional reports as required. • Follow up with clients post counselling or at other times as appropriate. • Promote an all-inclusive service approach and ensure that complex cases are managed appropriately. • Ensure support provided is person-centred and culturally appropriate. • Support and empower those who are experiencing difficulties in developing short-term crisis management solutions and assist in developing long-term prevention strategies. • Take all reasonable steps to ensure that the client suffers neither physical nor psychological harm during counselling sessions. • Be responsible for working in ways that promote the client's control over their own lives and respect the client's ability to make decisions and change their mind based on their beliefs and values. • Establish and maintain appropriate boundaries within the counselling relationship throughout the sessions. The counsellor must also make it clear to clients that counselling is a formal and contractual relationship. • Ensure clients are aware that counselling records are kept and they can be provided access to these records as per the policies and procedures. • Demonstrated counselling experience in working with individuals and in a therapeutic setting. • Engage in various counselling modalities to work with clients through strength-based and empowerment approaches.
2	Effective Administration.	<ul style="list-style-type: none"> • Maintain accurate case files, including assessment documentation, case notes, and treatment plans, to meet all auditing requirements and funding body requirements. This includes session notes, phone and written communication records regarding the client, psychometric assessments, risk assessments and safety plans, signed consent forms and any authorities to release information, client demographic forms, etc. • Engage in and comply with appropriate verbal and written communication with GPs, other health and mental health professionals, legal professionals, educational institutions, etc., as necessary in accordance with appropriate client management, program requirements, and legal demands. • Complete data entry and case notes in a timely manner.

		<ul style="list-style-type: none"> Practice effective time management via computerised software in association with administration. Ensure policies & procedures are complied with. Support the timely preparation of reporting requirements and requests to the program funding body and management. This may include collecting client data and feedback, analysing program statistics, formulating case formulations, writing reports, and conducting quality evaluations. Ensure all interactions are undertaken in accordance with the behaviours set, as outlined in the Code of Conduct.
3	Establish & maintain good relationships	<ul style="list-style-type: none"> An understanding of the importance of supporting all clients emphatically and non-judgmentally.
4	Other Duties	<ul style="list-style-type: none"> Relate to all staff, volunteers, clients & contractors with courtesy & respect. Take responsibility for your actions & behaviours. Maintain confidentiality of all information in accordance with the organisation's policies & the Privacy Act. Adhered to all internal policies & procedures. Build relationships based on trust & respect for every person. Work in a culturally appropriate way. Engage the participation & contribution of volunteers. Represent the organisation in the broader community sector. Contribute to the positive public profile of the organisation. Promote, participate in, & contribute to a supportive team environment. Maintain own professional development. Take reasonable care for own health & safety and that of others in the workplace by working per legislative requirements. Participate in clinical supervision sessions and regular team meetings with team members. Contribute to monitoring the service delivery in consultation with the Centre Manager Establish and maintain working relationships with external organisations to assist client service delivery. Maintain personal & professional boundaries & confidentiality. Foster and promote a collaborative team environment within the workplace. When directed to undertake other duties, they are carried out in a timely, professional, and appropriate manner.

EMPLOYEE REQUIREMENTS	
Qualifications and Certifications	<ul style="list-style-type: none"> Hold a tertiary degree or postgraduate qualification in Counselling, Psychology, or a relevant practice field Hold a valid membership or eligibility for PACFA (certified practicing counsellor or clinical counsellor), ACA (level 2 or higher) Current National Police Clearance Certificate. Current Working with Children Check. Current First Aid Certificate HLTAID003. Current WA "C" Class Drivers Licence Working Rights within Australia (Citizen, Permanent Resident, or valid Visa)

Skills	<ul style="list-style-type: none"> • Excellent communication skills and ability to work independently and as part of a team • Highly developed best practice counselling skills (flexibility, innovative approaches, strengths-based) • Experience in providing casework practice on a range of topics • Knowledge and experience in planning and evaluating individual casework and group programs. • Ability to work independently and as part of a team. • Experience and demonstrated ability in providing high-quality crisis intervention, counselling, and advocacy support for people with complex needs • Ability to motivate and engage with a diverse population • Proven ability to maintain boundaries and respond to challenging behaviours • Intermediate computer skills and experience using Microsoft Office • Capacity to travel to different locations • High level of administration skills • Demonstrated knowledge and experience in legislative requirements of mandatory reporting • Ability to build and sustain professional working relationships. • Ability to develop succinct case notes and records. • Be available to work various shifts Monday to Friday, covering 8.00 am to 4.30 pm. • An empathetic, non-judgmental attitude toward people living with disadvantage. • Understanding of cultural diversity and social inclusion
Desirable	<ul style="list-style-type: none"> • Work experience in a not-for-profit or community service organisation. • Cultural awareness and understanding of cross-cultural issues, gender diversity, social inclusion and understanding of Aboriginal and Torres Strait culture. • Perinatal and Post Natal Depression counselling experience • Facilitating workshops

Position Description Approved

Linda Malone

CEO

Date: 05 June 2026

Position Accepted SIGN _____

Employee Name _____

Date: _____