

## **Position Description**

<b>Position Title:</b>	Counsellor
<b>Service/Program:</b>	Open Place
<b>Approved By:</b>	General Manager Client Services and Business Development
<b>Date Effective:</b>	March 2026

### **Our Organisation**

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), through the Open Place service, provides effective, high-quality counselling and support to Forgotten Australians and their 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 Award 2010.

### **Position Specifications**

#### **Service: Open Place**

A support service for Victoria's Forgotten Australians/pre-1990 care leavers. The service coordinates and provides direct assistance to people who grew up in Victorian orphanages and children's homes prior to 1990. The service helps people to deal with the legacy of their childhood experiences and to support them to improve their health and wellbeing.

Line manager	Senior Manager
Manages	Nil
Key external liaison	Service users and external counselling services/providers
<i>Note: Reporting arrangements may change from time to time to meet business requirements</i>	

### **Position Summary**

The Counsellor role has primary responsibility to:

- Provide high quality counselling and support to Forgotten Australians and their families.
- Work collaboratively with external counselling services/providers who support Victorian Forgotten Australians.
- Participate in an intake callback roster responding to Counselling enquiries and requests from Forgotten Australians and their families.
- Contribute to the design and evaluation of the therapeutic group work programs for Forgotten Australians and deliver these programs.
- Facilitate other group work programs including Social and Support Groups at Open Place and in community settings as required.
- Provide secondary consultation in relation to service users presentations and support to non-counselling staff, family members, and external counsellors, as required.
- Assist with referrals to other available supports within Open Place and externally

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- Contribute to care-team meetings/clinical consultations, particularly in relation to service users presenting at drop in with complex/challenging presentations
- Case consultation with external counselling clients, where requested by the client and external counsellor
- Support the evaluation of the counselling model and ensure data and information related to client files adheres to practice policy and standards.

### Key Result Areas (KRAs)

Area	Tasks
Service delivery	<ul style="list-style-type: none"> <li>• Provide counselling and support for Forgotten Australians and their families, either within the counselling space provided, via telehealth, or at outreach locations</li> <li>• Provide secondary consultation for Open Place staff and external counsellors delivering clinical services to Forgotten Australians.</li> <li>• Contribute to care-team meetings/clinical consultations, in relation to service users presenting with complex/challenging presentations</li> <li>• Assess Forgotten Australians' counselling needs and support process of matching to external counsellors in the applicants' local residential areas across Victoria and nationally.</li> <li>• Provide monthly support to Forgotten Australians through local social support groups</li> <li>• Regular participation in the delivery of services at the Open Place Richmond Drop in Centre.</li> <li>• Deliver therapeutic groups and workshops for Forgotten Australians</li> </ul>
Community/service liaison	<ul style="list-style-type: none"> <li>• Maintain active links with a wide range of services utilised by Forgotten Australians and their families to facilitate referrals.</li> <li>• Represent the program and organisation as requested by the manager or clinical coordinator at meetings and forums</li> </ul>
Program accountability	<ul style="list-style-type: none"> <li>• Work within service guidelines and practices that ensure quality practice and program deliverables, and in accordance with relevant RAV policies and procedures and RAV Values.</li> <li>• Participate as required in regular and formal supervision with Clinical Coordinator Counselling/Redress.</li> <li>• Maintain accurate statistical data as required by RAV and Department of Families, Fairness and Housing (DFFH) and ensure such data is made available according to reporting arrangements and as required.</li> <li>• Participate as required in regular team meetings</li> <li>• Undertake required professional development and also training opportunities as appropriate.</li> </ul>
Confidentiality and privacy	<ul style="list-style-type: none"> <li>• Maintain client confidentiality in accordance with RAV and Open Place policies and privacy legislation.</li> <li>• Ensure case recording of client and family information complies with RAV Policies and Procedures.</li> </ul>
Policies procedures and systems	<ul style="list-style-type: none"> <li>• Comply with policies, procedures and systems as required.</li> <li>• Model the organisation's values and contribute to the workplace culture.</li> <li>• Identify, communicate, report OHS related risks and hazards within the workplace as required.</li> </ul>
Continuous improvement	<ul style="list-style-type: none"> <li>• Demonstrate commitment to team / centre objectives and strategic priorities.</li> <li>• Identify, develop and support new initiatives, quality, continuous improvement activities to support organisational requirements.</li> <li>• Maintain up to date clinical practice including and as informed by relevant theoretical, legislative and policy developments.</li> </ul>
Other	<ul style="list-style-type: none"> <li>• This position description is not an exhaustive list of responsibilities.</li> <li>• 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.</li> <li>• 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.</li> </ul>

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## Key Performance Indicators (KPIs)

- Deliver required number of quality individual counselling sessions to Forgotten Australians and their family members
- Contribute to the design, and evaluation of the therapeutic group work programs and workshops and deliver these programs to meet therapeutic needs of Forgotten Australians
- Work collaboratively with Clinical Coordinator, Counselling team colleagues, and other staff at Open Place to ensure effective trauma informed service delivery for Forgotten Australians
- Contribute to the support of the extensive network of approved external counsellors via responding promptly to requests for secondary consultations, to ensure that Forgotten Australians and their family members are provided with an accessible, responsive and informed counselling service.
- Where appropriate support the National Redress Services (NRS) support team and Victorian Redress Support (VRS) team to enable applicants to complete the optimum application for their circumstances.

## Key Selection Criteria (KSC)

### Mandatory KSC:

- Degree in counselling, social work, psychology or a related discipline.
- Demonstrated capability including knowledge, experience, skills to provide counselling and support services to adults and families, especially those who have survived immense childhood disruption and ongoing trauma including childhood sexual abuse.
- Commitment to working with disadvantaged community members, particularly adults who grew up in institutional care in Victoria.
- Demonstrated commitment to working collaboratively and the capacity to negotiate and liaise with a broad range of stakeholders.
- Experience in providing secondary consultation and advice to counsellors, as well as to non-counselling staff and families.
- 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.
- Current drivers licence to undertake outreach services, as required.

### Desirable KSC:

- An understanding of the 2004 Senate report on Forgotten Australians.
- Knowledge and understanding of the Royal Commission into Institutional responses to child sexual abuse and their findings and recommendations.

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 (LGBTIQ+) 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.