

Position Description - Complex Trauma Practitioner – Redress Schemes and Counselling and Psychological Care

Position Title:	Complex Trauma Practitioner – Redress In Community and Corrections	Position Grade:	SCHADS 5
Department/Division:	Complex Trauma Services	Position No.	
Reporting to:	Manager, Complex Trauma		
Position summary/purpose:	<p>Provision of therapeutic support for survivors of institutional child sexual abuse to engage with the National Redress Scheme (NRS) including DPR process and/or the National Redress Counselling and Psychological Care (CPC) Service Victoria. The role also supports applicants to the Victorian Redress Scheme for Historical Institutional Abuse (VRS).</p> <p>This primary focus of this role is on incarcerated clients who are considering and/or would like to make an application to the NRS. Caseload also carries some clients who may or may not have a history of incarceration and - are living in the community. Successful Redress clients are also eligible for ongoing counselling, psychological care and case work which we provide through our Redress Counselling and Psychological Care program.</p> <p>A key requirement of this role is to assertively engage people in custody who would like to apply the two schemes. Drummond Street has a Pre-and Post-Release Service for women, non-binary and gender diverse folk. This role will be required to work closely with that program to proactively promote the Schemes (as well as other criminal justice system groups and appropriately identified referral sources) to support people to make their applications.</p> <p>First Nations People, LGBTIQA+ people, people with disability, people of color, public housing residents or people with a lived experience are encouraged to apply.</p>		
Key Responsibilities			
<p>Service Delivery</p> <ul style="list-style-type: none"> • Predominantly within Corrections facilities, 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 Management

- 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.

Networking and Partnerships

- Build and maintain partnerships with external services to support referrals and coordinated care.
- Participate in community development, training and sector engagement activities.
- Identify service gaps and contribute to service improvement.

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

- Commit to continuous improvement and innovation.
- Promote respect for diversity and inclusive, non-discriminatory practice.

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 and hygienic including shared areas such as kitchens, bathrooms, meeting rooms etc.
 - Wear personal protective equipment (PPE) as directed

Key Competencies/Skills		Experience Profile (incl Qualifications)
Competency <ul style="list-style-type: none"> Organisational & quality focus Results driven & client oriented. Promotes productive work practices. Creative, flexible and solution focused. High level of self-awareness, professionalism and social justice values 	Technical/Functional <ul style="list-style-type: none"> Expertise in evidence-based focused psychological strategies Strong knowledge of determinants of mental health, including greater at-risk cohorts i.e. Indigenous, LGBTIQ+. Family-aware and inclusive practice High level counselling skills Sound Information technology and written and verbal communication skills. Group facilitation skills 	Essential <ul style="list-style-type: none"> 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). A minimum of two years' experience in the counselling, family services and/or mental health sectors Experience working within the criminal justice system. 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. Desirable <ul style="list-style-type: none"> Demonstrated experience in community engagement and health promotion. Current Australian driver's licence.
Position Dimensions <ul style="list-style-type: none"> Client base: Currently incarcerated eligible survivors of institutional child sexual abuse, their families, and carers and people with disability, their families, and carers. 		Decision Making Authority <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

<ul style="list-style-type: none"> • Operates within cross-disciplinary teams and across multiple service sites. • Broad stakeholder base includes other social services, children’s services, youth services and mental health systems in the Victorian community. • Travel for outreach work into prisons as required. • Work after hours one night per week on Tuesday to enable service access. Hours will be 11am – 7pm (may be subject to change) • Service delivery modalities include face-to-face (centre-based and outreach), online and phone. • No. Of FTE: Part-time (0.6 FTE) 	<ul style="list-style-type: none"> • Clear direction to case interventions in the context of assessment and case planning • Responsible for the management of case load, in consultation with their supervisor and manager.
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