



JOB DESCRIPTION

Relationship Counsellor

RESPONSIBLE TO: Practice Lead for line management

BASIC RESPONSIBILITIES: Provide high-quality relationship counselling for individuals, couples, families and children.

DUTIES:

In accordance with guidelines set out in the Practice Vision, Service Guides, Organisational policies and practices:

1. Provide counselling services to clients; which may include individuals, couples, children and families through our relationship services, as well as provision of counselling through other adjunct areas, such as with Employee Assistance Programs (EAP) and for carers through Carers Gateway.
2. Facilitate groups, seminars and workshops
3. Conduct intake assessments and facilitate case planning and management processes with clients and stakeholders
4. Conduct child counselling and/or consultations in accordance with practice procedures (where required and appropriately qualified)
5. Keep thorough case records and notes within the CRM, and complete administrative paperwork as required by the organisation
6. Be well-informed about Interrelate operations and other relevant community services to facilitate effective referrals and promotion of services
7. Participate in program and service evaluations
8. Adhere to work practices to protect the confidentiality of clients
9. Participate in staff consultations in relation to service delivery, organisational practices, policies and procedures
10. Ensure ongoing professional development through:
 - a. completing the Practice Governance Framework
 - b. attending individual and peer supervision sessions
 - c. participating in team meetings
 - d. participating in performance reviews
 - e. undertaking training as outlined in your Learning and Development Plan



CORE CAPABILITIES:

Practice Skills (Intermediate): Applies practice skills, knowledge and experience across a number of specialisations according to identified standards

Client Outcomes (Intermediate): Provides clients with high quality specialised or technical service and appropriate referrals

Client Diversity (Intermediate): Demonstrates sensitivity and respect for diversity and differences in clients, adjusting to the needs of clients

Confidentiality (Foundational): Demonstrates a respect for confidentiality; follows relevant policies and procedures

Ethics (Intermediate): Adheres to professional boundaries and standards; provides advice and assistance to others

Reflective Practice (Foundational): Applies organisational practice models, procedures and relevant legislation when working with clients

Technology (Foundational): Uses technology and software applications effectively in accordance with task requirements

POSITION REQUIREMENTS:

Interrelate employees are required to:

1. Work in collaboration and network with key stakeholders and the wider community
2. Understand and comply with all policies and procedures pertaining to the organisation
3. Demonstrate an awareness and commitment to the organisation's Code of Conduct, values, purpose and client centered service delivery
4. Perform other duties consistent with the responsibilities of the position as required by their Manager
5. Follow WHS policies and procedures relating to workers, managers and officers as per Interrelate's WHS policy
6. Understand the principles of equity and diversity in meeting the needs of communities
7. Complete a satisfactory Australian National Police Check and a Qualifications Verification Check
8. Hold clearance of a Working with Children Check, current driver's licence, and permission to work in Australia



SELECTION CRITERIA:

1. Bachelor's degree or higher in counselling, psychology, social work or related discipline; or a Graduate Diploma in counselling in addition to a Bachelor degree that is not a related discipline.
2. Demonstrated experience and skills in:
 - a. delivering counselling services to one or more of the following – individuals, couples, families and children
 - b. case work with clients, implementing and supporting case plans
 - c. facilitating groups, seminars and workshops
 - d. solutions focused and interpersonal communication skills
 - e. report writing, case notes, data collection and data entry
 - f. working with online systems and technology, such as a CRM (Client Relationship Management) System, Zoom and Microsoft Teams
3. Demonstrated knowledge and understanding of:
 - a. the process and purpose of child inclusive practice
 - b. the issues facing diverse communities, including First Nations, CALD, LGBTQIA+ and remote communities
 - c. the impact of family separation and breakdown on children, and having skills in managing high parental conflict whilst upholding the best interests of children
 - d. child development, child protection, mandatory reporting, suicide prevention/intervention and family violence issues
 - e. trauma informed principles
 - f. community services, especially those relating to families experiencing relationship difficulties
 - g. the Children and Young Persons (Care and Protection) Act, and other relevant legislation
 - h. family law processes and terminology (for those staff providing child consult services)