

Position title:	Child and Family Counsellor	Reporting to:	Senior Manager Counselling & Mediation
Program:	Resolve	Location:	Ludmilla
Approved:	Director Youth & Family Services	Date:	September 2026
Comments:	This position requires flexibility to work outside of normal business hours.		

Organisation Statement

Anglicare NT is a registered charity and quality accredited provider of human services across urban, regional, and remote Northern Territory. We demonstrate our values through strength-based, culturally safe, trauma informed and inclusive practices. Child safety, social justice, community development and partnership approaches drive our work. We commit to being an employer of choice and we monitor our impact, respect lived experience and advocate to meet the needs of Territorians and our diverse communities. Our focus is to make a sustainable difference through place-based initiatives, collaboration, innovation, and the Partnership Support Service.

What we do

We provide services across the lifespan including: early childhood, child youth and family supports; aged care packages, community access, outreach, home support and volunteer visitors; NDIS support coordination and personal supports; community housing, transitional accommodation, tenancy support and homelessness responses; financial counselling, money management, gambling amelioration, micro finance and emergency relief; prison chaplaincy, post release accommodation and support; counselling, mediation and parenting education; refugee and migrant support; mental health initiatives, headspace centres, recovery and community awareness activities.

Purpose of the Position

You will deliver culturally appropriate and responsive counselling, therapeutic group work, psychoeducation, and community capacity-building activities to individuals, couples, families, children, and communities. Using evidence-based, strengths-focused, and trauma-informed approaches, you will provide assessment, safety planning, counselling, information, referrals, and skills development interventions that support wellbeing and resilience.

The position requires strong assessment, facilitation, community engagement, collaboration, and networking skills to ensure services are responsive to community needs. You will undertake outreach, education, service promotion, and capacity-building activities across the regional service system, delivering psychoeducation and skills-based programs that strengthen the capability of individuals, families, professionals, and communities. You will uphold the values of Anglicare NT and provide quality services within the scope of the position and associated delegations.

Selection Criteria

Position Specific Requirements

1. Higher education (tertiary) qualifications in social science discipline such as Psychology, Social Work or Counselling resulting in eligibility for membership/credentialing with relevant professional / registration body.
2. Counselling experience working with individuals, couples, families and children. Willingness to undertake training in specialist areas such as a Child Consultant for child inclusive practice within family dispute resolution.
3. Well-developed practice base and familiarity with using evidenced based counselling techniques and therapeutic interventions such as trauma informed practice, narrative therapy, restorative practice, play therapy, cognitive behaviour therapy, solution focused and strengths-based approaches.
4. Maintain registration with professional associations such as the Australian Counselling Association, Australian Association of Social Workers, APHRA or PACFA.
5. Knowledge of relevant legislation such as family law, child protection and domestic and family violence.
6. Demonstrated commitment to child and family focus principles of service delivery.
7. Ability to facilitate groupwork and community capacity building activities.
8. Well-developed written and verbal communication skills and ability to produce quality reports, timely case notes and official correspondence.
9. Highly developed computer skills including the ability to efficiently use email, internet, spreadsheets, reporting tools and client data management systems.
10. Demonstrated teamwork skills, resilience, ability to multitask and work under pressure and commitment to a productive, cooperative and friendly workplace.

General Criteria

1. Demonstrated commitment to work respectfully and inclusively with Aboriginal and Torres Strait Islander and culturally and linguistically diverse people.
2. Demonstrated understanding of the issues that impact Aboriginal and Torres Strait Islander people.
3. Demonstrated ability to communicate sensitively and effectively with Aboriginal and/or Torres Strait Islander people.
4. Demonstrated adherence to legislation, policies and procedures and a commitment to EEO, WHS, risk management and quality improvement practices.
5. Northern Territory Working with Children Clearance (Ochre Card).
6. National Police Criminal History Report (less than three months old) with acceptable outcome.
7. Ability to meet additional visa / overseas work compliance measures.
8. Northern Territory Driver's License.
9. Demonstrated currency of job specific vaccinations (and boosters).
10. First Aid Certificate (or willingness to obtain within agreed timeframe).

Key Responsibilities

1. Counselling

- Adhere to contractual requirements, funding and program guidelines, associated work plans, performance standards and professional codes of conduct.
- Provide professional counselling sessions (using evidence-based modalities) to individuals, families, couples, and children/young people between 5-18 years.
- If trained in Child Inclusive Practice, deliver Child Consultant services within Family Dispute Resolution sessions.
- Undertake thorough intake assessments and continuously assess safety and risk in line with Resolve Risk Assessment and Management Procedures and put appropriate strategies in place.
- Escalate identified risks and meet to review risk assessments and the development of safety plans in line with the Resolve Risk Assessment and Management Procedures.
- Coordinate and work with allocated services to create sustainable holistic support networks, through the provision of referral, linkages and integration with specialist services.
- Contribute to a service culture of participation, empowerment and informed decision making; ensuring client rights are acknowledged whilst fostering respectful relationships and positive self-care.
- Participate in individual, peer and group supervision and employee review and development processes.
- Commitment to provide services within the scope of the Resolve Practice Framework, policies, and procedures.
- Maintain commitment to professional development and undertake approved training and development activities.
- Complete documentation including case notes, client records and data collection in a professional and timely manner.
- Maintain comprehensive client documentation, ensuring data is entered correctly into the Penelope database, and client file records are up to date and ready for audit and/or provision to external authorities as required.
- Ensure compliance with incident management, reporting and escalation requirements and that organisational obligations under mandatory reporting on Child Abuse, Domestic Violence are met.

2. Group Work

- Adhere to contractual requirements, funding and program guidelines, and associated work plans.
- Develop and maintain effective partnerships across the service system and deliver outreach education, service promotion, capacity-building, and prevention activities in community settings
- Organise, facilitate and evaluate approved evidence-based group work programs and /or short courses.
- Undertake training to develop the skills necessary to facilitate group work programs.
- Demonstrate flexibility around working hours to deliver group work and educational programs in the early evening as required.
- Collate participant feedback and contribute to the ongoing review and improvement of programs.
- Complete documentation including case notes, client records and data collection in a professional and timely manner.
- Participate and attend approved external networks / interagency forums to share information, strengthen

referral pathways and promote services offered through Resolve.

3. Contributing to service improvement, teams, and the organisation

- Work collaboratively with the team to address any client complaints or service improvement requirements resulting from internal or external evaluation processes.
- Participate in team and organisational communications, such as scheduled staff meetings, practice review meetings, planning and review days, and organisational events.
- Ensure compliance with incident management, reporting and escalation requirements and that organisational obligations under mandatory reporting on Child Abuse, Domestic Violence are met.
- Represent Anglicare NT at external activities (interagency meetings, forums, presentations etc) and internal working parties as requested.
- Participate in community engagement activities to promote Resolve services as requested.
- Maintain commitment to professional development and undertake approved training and development activities.
- Participate and contribute to the continuous improvement process including the review of policies and procedures, service improvement and practice development.
- Undertake other tasks as directed by the Manager commensurate with your skills and qualifications including different lateral duties, additional projects, intake and reception coverage.

General Requirements

- Comply with Federal, NT and Local Government legislation, regulations, permits and / or by laws.
- Adhere to delegations, code of conduct, policies, procedures and general conditions of employment.
- Work within contract, program / project parameters and scope of practice.
- Comply with program guidelines, work plans, budget, data and reporting requirements.
- Comply with WHS requirements – remain vigilant and contribute to a safe working environment and maintain pandemic related and job specific mandated vaccinations (and boosters).
- Embrace organisational values, work cooperatively and help sustain a respectful workplace.
- Support and mentor work colleagues by sharing your skills, knowledge and strengths.
- Help implement our Reconciliation Action Plan and build an inclusive and culturally competent workforce.
- Maintain confidential client, staff and organisational information in line with requirements.
- Keep up to date with workplace communications, staff meeting records and the intranet.
- Contribute to planning, evaluation and continuous quality improvement activities.
- Participate in supervision, performance reviews and undertake approved training.
- Maintain attendance, payroll and leave records in accordance with procedures.

Delegation of Authority

As per Board approved Delegation of Authority Schedule and aligned position classification (noting content will be updated from time to time).

Currently this position has no direct reports; however, it is graded at a Level whereby staff can be allocated for supervision on a temporary or permanent basis.

This position may be asked to provide supervision to students on field placements (where an employee has the qualifications to do so) and / or on the job assistance to new entrant employees.