Position Description
Counsellor: Healing & Recovery

Location:	Orion Springfield Central 1 Main St, Springfield (and as negotiated)	**Status:**	Casual, 12 hours a week
Reports To:	Beyond DV Healing & Recovery Lead	**Salary:**	SCHADS Award: Level 5.1
Direct Reports:	General Manager		

Purpose of the Position

The Counsellor position at Beyond DV, plays a pivotal role in providing high-quality counselling services to individuals who have been impacted by domestic and family violence (DFV). The Counsellor works alongside women as part of their healing and recovery journey, practicing from a strengths-based, trauma-informed and person-centred framework to empower Beyond DV clients and resource them with therapeutic supports and strategies that enhance their self-confidence and resilience.

In providing counselling to women impacted by domestic and family violence, the Counsellor will be required to primarily work across our Recovery Centre at Orion Central shopping centre in Springfield.

Working alongside the Healing & Recovery Lead, the Beyond DV Counsellor will be required to participate in Beyond DV events and activities in support of Beyond DV clients, including assisting in program delivery and therapeutic group sessions, as required. All activities that the Counsellor engages in and supports (including peer support groups) will operate within Beyond DV's Five Pillars of Recovery.

The Counsellor plays an instrumental role in feeding into continuous improvement initiatives, working collaboratively and respectfully with staff and volunteers, and is expected to uphold Beyond DV's values, ensuring counselling offered meets client needs and industry standards.
Additionally, this position is essential in fostering a culturally safe and supportive environment, working primarily with internal teams to optimise service delivery and work from a trauma-informed and client-centred practice framework to ensure safe therapeutic interventions and outcomes for individuals and families who have been impacted by domestic and family violence.

This position offers a rewarding opportunity to make a significant difference in the lives of individuals who have been impacted by domestic and family violence, contributing to their healing and recovery within a supportive, professional and psychologically safe team environment.

Our Vision, Purpose and Values

Vision: A world where women and children can live with gender equality and without fear of violence.

Mission: To empower and support women and children as they rebuild their lives after domestic and family violence. To actively encourage collaboration between organisations to raise awareness around the issue of domestic and family violence and to provide the most effective support for domestic and family violence survivors.

Values:
Listen and respond with respect and without judgement.
Embrace and acknowledge diversity and the benefits it brings.
Act with integrity and professionalism with all stakeholders
Work as a team with clients and other key stakeholders to achieve the best outcomes.
Develop a sense of community for clients in a safe and supportive environment.
Empower and inspire clients and the community through innovate programs and best practice.

Our Pillars of Work

Our programs and services address Beyond DV's "Five Pillars of Recovery" which we have identified from our hands-on work with individuals and families who have been impacted by domestic and family violence:

1) Social Connection
2) Legal Support
3) Health Support
4) Housing Support
5) Financial Rebuilding.

Key Responsibilities	Expectation
Client Engagement and Support	**Therapeutic Counselling** • Lead tailored individual and group counselling sessions that address the psychological impacts of DFV and support healing and recovery. • Coordinate effectively with Beyond DV staff and clients, delivering up to six individual counselling sessions in-person, per person. • Should face-to-face meetings be impractical, the provision of counselling sessions via video calls is required to ensure continuous support and engagement with clients. • Apply a trauma-informed care approach to all client interactions, ensuring a safe, respectful, and empowering counselling environment. • Demonstrate cultural sensitivity and competency, particularly when working with Aboriginal and Torres Strait Islander peoples, and other culturally and linguistically diverse (CALD) clients. **Support Holistic Recovery Needs** • Work closely with the Beyond DV team to coordinate care and ensure holistic support as per the Beyond DV 5 Pillars of Recovery is made available to women. • Engage with external stakeholders to coordinate care and action referral pathways. • Proactively engage with external agencies and services to facilitate referrals and access to additional supports for clients as needed. • Attend Beyond DV events, activities and celebrations to offer additional support and encouragement to women who are working through Beyond DV programs where applicable. • Participate in cross-functional training to gain knowledge and awareness of other Beyond DV programs should assistance across branches be required from time-to-time.
Continuous Improvement and Development	**Participate in Feedback Loops and Continuous Improvement Activities** • Invite regular feedback from women engaged with Beyond DV services, including counselling services. • Provide regular updates to the Beyond DV General Manager and contribute to the continuous improvement of services. • Demonstrate commitment to continuous improvement in counselling practice through the enhancement of processes and procedures. • Seek new ideas and embraces/adapts during times where change is necessary.

	• Evidence of continuous improvement activities in area of the responsibility. • Track improvements and areas for enhancement by feeding into a continuous improvement register. **Professional Accountability** • Engage in ongoing professional development and supervision to stay informed of the latest research, therapeutic techniques, and best practices in DFV recovery counselling. • Actively participate in professional development opportunities and team processes, minimum attendance of 85%.
Documentation, Record Keeping and Reporting	**Documentation / Case Noting** The Counsellor must adhere to Beyond DV Practice Guidelines and the Australian Counselling Association standards when completing case notes, ensuring that they: • Maintain confidential and accurate client records, adhering to trauma-informed, strengths-based, and person-centred practices. **Reporting** • Prepare monthly reports tracking client progress, milestones, and achievements. • Keep accurate, confidential case notes and produce monthly reports on program activities and KPIs. • Submit a monthly case summary (success stories or program challenges) to the HOPE Hub Lead.
Workplace Health and Safety The Counsellor must meet Workplace Health and Safety obligations in line with Beyond DV Policy and Procedures as well as relevant legislation in supporting	• Follow all safety protocols and manage identified hazards, ensuring a safe workplace. • Exhibit appropriate safety practices and encourage safe behaviours in day-to-day activities. • Demonstrate a commitment to being part of a psychologically safe work environment. • Practice cultural humility in interactions with staff, clients and stakeholders.

wellbeing of participants of the program.	

Essential Requirements & Qualifications:	• A tertiary qualification in Psychology, Social Work, Counselling or related field, and/or prior commensurate experience in a relevant role. • Registration with a relevant professional body in Australia (e.g., AHPRA, ACA, PACFA). • Proven experience in counselling, specifically within the context of domestic and family violence. • Demonstrated understanding of the dynamics of domestic and family violence and its impact on individuals and families. • Strong interpersonal and communication skills, with the ability to engage sensitively with clients from diverse backgrounds. • Commitment to ethical practice, confidentiality, and the principles of diversity and inclusion. • Positive Notice Blue Card or ability and willingness to obtain. • Knowledge of Queensland Domestic Violence Legislation, particularly the *Domestic and Family Violence Protection Act 2012.* (desirable) • Knowledge of the *Child Protection Act, 1999*. (desirable) • Right to work in Australia.
Other Relevant Information	• Willingness to be flexible with hours of work outside of normal business hours on occasion to meet operational requirements. • Willingness to travel for work related activities at times. • Willingness to undertake further training and development.
Skills and Behaviours	• Empathetic and compassionate, with a strong commitment to supporting individuals impacted by DFV. • Resilient, with the ability to navigate emotionally challenging situations. • A collaborative team player, capable of working effectively within multidisciplinary teams. • Innovative and adaptable, with a client-centred approach to counselling. • Demonstrates commitment to positive workplace culture and psychologically safe work environment. • Demonstrated ability to work in fast paced, high demand and complex work environments, maintaining a calm and supportive disposition and good self-care practices in place.

	• Ability to implement strong and compassionate professional boundaries. • Works well under pressure, able to meet deadlines and stay calm in difficult situations. • Highly effective planning, organisational and problem-solving skills.
Experience	• 2+ years in a similar environment.