

## Position Description

<b>Position Title:</b>	Counsellor
<b>Service of:</b>	Northern Rivers Women and Children's Services
<b>Award:</b>	SCHADS
<b>Grade:</b>	Level 5 pay point commensurate with experience
<b>Hours:</b>	Part time 3 days per week (21 hours)
<b>Responsible to:</b>	General Manager
<b>Period of appraisal:</b>	Performance will be assessed within 3 months of commencement and 3 month probationary qualifying period will also apply.

## Purpose of Position

Provide a quality short to medium term generalist therapeutic counselling service for women.

Using a trauma informed, strengths based and client centred model of care, counsellors facilitate the inclusion of women in their own health and wellbeing and inform, support and advocate for marginalised and disadvantaged women.

Contribute to health promotion through facilitating group programs and by participating in appropriate community projects.

## Key Selection Criteria

- Appropriate tertiary qualifications in counselling, psychology or social work including membership of professional counselling association or eligibility to obtain membership
- Demonstrated understanding of feminist perspectives within counselling frameworks and experience in providing therapeutic services in a culturally appropriate way
- Demonstrated knowledge and experience of using contemporary best practice to provide short to medium therapeutic counselling to women impacted by complex trauma
- Demonstrated experience working with women impacted by domestic and family

violence with an understanding of the dynamics of power and control in these situations, and the capacity to adeptly support clients through the complex systems of family law and court, and child protection

- Ability to work in a multidisciplinary setting and provide psychological first aid, telephone and online counselling
- Excellent written and verbal communication skills, including the ability to document accurate client data and client file notes
- Working with Children Check clearance.

## **Statement of Duties**

### **Counselling**

- Provide quality short to medium term counselling service to women
- Assess clients and provide intervention using an evidence informed woman-centred model that takes a social view of health to address presenting and core issues
- Provide appropriate referrals to external and internal services and resources
- Provide advocacy for clients
- Survey clients to evaluate counselling service and establish satisfaction levels.

### **Groups and Community Projects**

- Participate in relevant community projects and special events
- Ability to design and facilitate group processes.

### **Administration**

- Maintain accurate and timely documentation of client health records and counselling notes
- Provide letters of support in response to court matters as contracted with the client
- Maintain accurate and current client statistical data
- Provide monthly staff reports and annual reports
- Maintain a high standard in all record keeping and administrative tasks in accordance with policy and procedure
- Participate in processes to improve the administrative procedures of the service.

### Team Responsibilities

- Attend team and planning meetings and participate in staff decision making and planning processes
- Participate and contribute to organisational quality assurance processes
- Participate in the coordination of activities in a multidisciplinary setting
- Maintain current knowledge of relevant organisational and legal processes and requirements such as Child Protection, WH&S, confidentiality, privacy and NORWACS policies and procedures
- Maintain communication and accountability systems with other staff.

### Safety and Security

- Ensure that safety regulations and security protocols are maintained at all times
- Ensure confidentiality of the women's information and details and their privacy in accordance with professional standards and service policy.

### Professional and Ethical Practice

- Maintain current knowledge of research, theoretical perspectives and counselling techniques
- Supervise students to develop skills in counselling and group work for educational support group
- Respond respectfully and professionally to the women, co-workers and staff of other organisations and agencies
- Participate in external clinical supervision
- Reflect and monitor the issues of personal vicarious trauma, including the implementation of self-care strategies, reporting to the Manager for supervision
- Contribute to the planning and review of procedures, policy and practices
- Participate in performance appraisals annually or as determined by the Manager
- Follow the Code of Ethics, policy and procedures of the organisation
- Update and increase knowledge of local services available, relevant legislative changes, research, theory and practices in the field. Sharing this at team meetings
- Participate in training and other activities that promote ongoing professional development
- Reflect on and assess personal performance on the basis of the goals of the

organisation and funding requirements

- Uphold the good name and reputation of the organisation at all times
- Contribute to continual improvement in a changing environment.

Employer Signature		Date	
Employee Signature		Date	
Last Reviewed			