



## POSITION DESCRIPTION

### Family Counsellor

#### Position Details

<b>Position Title:</b>	<b>Family Counsellor</b>
<b>Classification:</b>	Social, Community, Home Care and Disability Services Industry Award 2010 and the DVAC Certified Agreement 2017. Level 5.1 – 5.3.

#### Organisation information

##### Vision

Reduce the prevalence and impact of gender-based violence in our communities.

##### Purpose

DVAC works with individuals and communities to eliminate, prevent and respond to domestic and family violence, and sexual violence by:

- Collaboratively providing quality support services
- Challenging social norms and structures that enable people to use violence/enable the use of violence
- Building awareness and capacity within the community; and
- Encouraging egalitarian relationships

##### The Organisation

You will find detailed information about the organisation on our website [www.dvac.org.au](http://www.dvac.org.au)

##### Equal Employment Opportunities

DVAC is committed to diversity in our workplaces. We encourage people who identify as Aboriginal or Torres Strait Islander, have a disability, come from different cultural backgrounds and the LGBTQ+ community to work in our organisation.

#### Position Summary

##### The employee

- Will primarily provide counselling and support to mothers and their children or young people who are experiencing or have experienced domestic and family violence
- Will engage in short-medium term family therapy and/or group work with women, children, and young people whilst also providing limited general services to women who are the primary caregiver of the child/young person
- May be required to provide services off-site from DVAC office as required
- Given the nature of the work and the organisation, it will be important for any worker in this position to be able to work autonomously, ethically and with limited direction.
- Refer to the Level 5 characteristics in the Social, Community, Home Care and Disability Services Industry Award

### Service Delivery:

- Provide specialist attachment and trauma informed family and individual counselling to women and their children (including adolescents) who have experienced or are experiencing domestic and family violence and/or sexual violence
- Provide counselling and group work to young people who have witnessed domestic violence and are using or are at risk of using violence in their intimate partner and family relationships
- Provide specialist group work services to women, children and young people who have experienced domestic violence and/or sexual violence
- Undertake and/or participate in case coordination and case management of clients where required
- Report risk management issues that may impact upon the safety and health of clients to the Team Leader (or Manager in their absence)
- Provide school-based delivery of services as required to children and young people in designated regional centres; specifically in relation to work with women, children and young people experiencing domestic and sexual violence where feasible and in collaboration with the Counselling Team Leader/Manager
- Support and resource service providers in relation to any aspect of domestic violence and sexual violence relating to families, children & young people
- Liaise with other service providers regarding possibilities for collaboration in service delivery, particularly in relation to joint delivery of groups with all client groups
- As needed, provide phone and face to face risk assessment, safety planning, crisis support, advocacy, and referral to women and children who are experiencing or have experienced domestic and family violence and sexual violence
- Liaise and work cooperatively with other workers within DVAC to ensure appropriate access, eligibility and support of clients
- Be responsible for minor financial delegations attached to the program ensuring fiscal liability within the appointed budget
- Undertake administrative duties associated with direct service delivery and data collection

### Staff Team

- Participate in the development of a supportive and safe working environment for all staff, including clear communication paths and consultative decision-making practices
- Abide by the DVAC communication commitment and associated procedures in relation to respectful and direct communication
- Actively prepare for, and participate in regular performance appraisals with the Counselling Team Leader and Managers or CEO
- Undertake internal and external professional supervision to ensure accountability of work practices and professional development in relation to the direct work with women and organisational practices
- Participate in regular and ongoing consultation with the Team Leader and leadership team, and the staff team where necessary and appropriate, to discuss issues that may impact on service delivery
- Participate in support systems within the organisation including staff meetings, team supervision, staff appraisals, and informal contact
- Provide and receive peer support as a part of the staff team

### Organisational Responsibilities

- Participate in the identification of trends to inform appropriate service development
- Ensure the provision of culturally, gender and age-appropriate services to clients in accordance with service values and requirements
- Identify and implement solutions to gaps and trends and respond appropriately
- Participate in provision of anti-discriminatory, client-centred practice in accordance with service values and requirements

- Advocate on behalf of clients and the service within the funded area
- Meet reporting requirements for relevant initiatives
- Participate in all internal Organisational and Board meetings as required
- Comply and contribute to the established accountability systems in place in the organisation
- Work within the Domestic and family violence services Practice principles, standards and guidance by the Department Child Safety, Youth and Women; and Qld Government Interagency Guidelines for Responding to Adult Victims of Sexual Assault and the National Standards of Practice Manual for Services Against Sexual Assault.
- Represent the service to funding bodies, external stakeholders, and media as required
- Where relevant to your role, and where capacity allows, participate in and contribute to the development of funding submissions, in collaboration with the leadership team
- Participate in planning, policy development and other organisational activities where required
- Participate in the monitoring of legislative and policy developments regarding domestic and family violence and sexual violence
- Participate in community engagement events and network meetings on behalf of the organisation
- Undertake any other duties as lawfully directed by Leadership

## Accountability

The employee is required to work within the philosophy, objectives and policies of the organisation including:

- Working within a feminist framework
- Working as a member of the staff team
- Utilising consultative and collaborative processes

The employee is accountable to the Team leader, though may report to the Managers, CEO and the Board as the employing body. The employee will comply with the established processes for ensuring the transparency of all decisions and actions taken in the course of the work. The employee will also be accountable to the staff team and the clients of the service.

## Qualifications and Experience

- Possession of relevant tertiary qualifications in the psychology, social work, or counselling field
- Well-developed experience and skills in counselling and therapeutic support
- Knowledge and skills to ensure the provision of trauma informed services to clients
- Knowledge and skills to ensure the provision of culturally, gender and age-appropriate services to clients
- Demonstrated understanding and experience in working effectively with people (Adults and young people) who have experienced or are currently experiencing domestic & family violence, sexual violence, or other significant trauma
- Knowledge regarding feminist practice and its application in working against both domestic & family violence, and sexual violence
- Group work experience and skills will be highly regarded
- Experience and skills in gender-based violence risk assessment, trauma informed practice, safety planning, crisis support and system advocacy
- IT skills and be proficient in working with Microsoft Office programs
- Current driver's licence and Blue Card, COVID vaccination (or medical exemption)
- All DVAC staff are required to complete a National Police Check upon successful offer of position.
- Working knowledge of the Domestic & Family Violence Protection Act 2012 and knowledge of court and legislative proceedings as they relate to the Act

- Any post-graduate or professional development undertaken in the field of domestic & family violence, sexual violence, or trauma-informed practice will be highly regarded

### Personal Attributes

- Passion for working with women in a rapidly changing, intensive, crisis driven environment
- Well-developed interpersonal and communication skills to include negotiation, advocacy and conflict resolution
- Ability to remain calm and make professional assessments under pressure
- Ability to advocate while maintaining positive relationships with both stakeholders and colleagues
- Ability to be organised, prioritise and manage time effectively in the face of multiple demands
- Willingness to engage in honest, transparent, reflective and accountable practice
- Ability to connect daily crisis work with larger organisational goals and community outcomes
- Values which match the values and the feminist ethos of the organisation

### DVAC Organisational Capabilities

- Understanding the nature, drivers and context of domestic, family and sexual violence and trauma.
- Upholding dignity and value through healing-centred engagement.
- Managing risk, prioritising safety and recovery.
- Working as part of an integrated system
- Demonstrating a reflective and self-aware approach