



Title	Family Violence Counsellor
Reports to	Team Leader, Family Violence Services
Direct Reports	N/A
Level	Level 6 SCHADS award
Tenure	fixed term contract until 30/6/19
Hours	19 hrs per week
Last Updated	August 2018

Good Shepherd Australia New Zealand (GSANZ)

The Good Shepherd network works to create just and equal communities where women and girls can live full, safe lives. We have been committed to our mission for nearly 200 years, working strongly for social change. Wherever we are, we strive to team up with people who share our mission, vision and passion for social justice because the need is still great. Women and girls are at the centre of GSANZ's work and mission, with areas of expertise including: safety and resilience, educational pathways and financial security.

Our Safety & Resilience services are delivered across Victoria and New South Wales and include integrated family services, The Orange Door, Family Violence After Hours Crisis Responses, a range of family violence response services, counselling and case management for children, young people, women and families, support for those who are homeless or at risk of homelessness (including refuge accommodation for women and children who have experienced family violence). Support groups and workshops are offered in community settings to meet the identified needs of vulnerable children, young people, women and families. All of our services are informed by the latest evidence and research and adopt a best practice approach. We are committed to continuous improvement, innovation and delivering measurable outcomes. Our services are strengths based, client-centred and underpinned by our mission and values.

Role Purpose

The Family Violence Counsellor is an integral member of the family violence team and delivers high quality outreach and office based, counselling and therapeutic interventions, predominantly to children, but also to women who have, or are at risk of experiencing family violence.

The role contributes extensive knowledge and understanding of family violence to therapeutic work with women and children and draws on a range of approaches to assess needs, support trauma recovery and to evaluate therapeutic outcomes.

This role is required to participate in the After Hours Crisis Response within the Bayside Peninsula Region including working flexible hours as required. An on-call allowance is paid for participating and penalty rates apply to re-call.

Qualifications & Experience

- Degree in Social Work, Psychology or related discipline and experience in delivering therapeutic interventions for children and women who are victims of Family Violence.
- Ability to develop and implement trauma informed approaches to practice.
- Ability to diversify responses to relation to various presentations of victims of family violence
- Ability to develop and implement flexible, creative, trauma informed approaches to practice
- Ability to assess family violence risk as it relates to both children and adult survivors and develop appropriate safety plans as required
- Must have current Australian driver's license
- Current Employment Working with Children Check

Skills

- Ability to innovate service delivery and service efficiency.
- Highly effective interpersonal communication skills.
- Ability to conduct assessments and provide therapeutic interventions.
- Computer skills (intermediate level, or above) in a Windows environment including word processing, data collection and entry, internet and email.
- Ability to embrace new technology to enhance productivity and effectiveness
- Ability to work effectively in a diverse team
- Ability to assess risk and respond appropriately
- Ability to apply an evaluation framework to the work to record individual outcomes for women and children

Knowledge

- Excellent knowledge of the impacts of Family Violence and, feminist, systemic, child focussed and trauma informed approaches to practice.

Desirable

- Experience working with clients who identify as Aboriginal and Torres Strait Islander
- Experience working with clients from CALD backgrounds
- Experience in the development and delivery of therapeutic group work programs for children with family violence experiences

Responsibilities

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Strategy

- Deliver service in line with team operational plan and GSANZ's strategic plan
- Contribute to development of team plan
- Demonstrate understanding of social justice and community capability building concepts

People

- Demonstrate commitment to own learning and development
- Contribute to development of a high performance team through demonstration of capabilities outlined in GSANZ 's leadership capability framework
- Participate actively in regular formal supervision
- Share knowledge and practice insights with colleagues
- Take responsibility for own wellbeing
- Employs an ethical and professional approach to practice.
- Commitment to child-focused and client-centred practice.
- Ability to articulate and reflect upon personal and professional values.
- Commitment to social innovation and learning organisation disciplines.
- Capacity to work with ambiguity and uncertainty in the context of ongoing environmental change and complex problems for vulnerable members of the community.
- Appetite to embrace personal reflection and coaching to enable effective leadership development

Clients

- Deliver best practice service to clients in line with agreed goals/contribution
- Seek feedback from client/stakeholders/peers in order to reflect and improve on service support for own practice
- Maintain a client centred approach to service delivery at all times

Service Delivery and Operations

- Deliver all services in line with service standards and program procedures
- Maintain accurate data, information and reporting at all times
- Maintain agreed service level agreements
- Provide timely reporting in line with department requirements
- Other duties as reasonably required

Stakeholders

- Liaise effectively with referral network
- Work collaboratively with other service providers to deliver valued outcomes for clients
- Develop constructive, collaborative relationships with other GSANZ team members and departments

Compliance

- Demonstrate behaviour consistent with GSANZ mission, values, behaviours and policies at all times
- Maintain agreed quality standards
- Maintain OH&S standards at all times
- Adherence and commitment to Good Shepherd Australia New Zealand's child Safe policy and procedures

Values & Behaviours - We are all co-responsible for the delivery of the Good Shepherd Mission and living our values by modelling these behaviours in all that we do.

Reconciliation

- We understand the past, respect our place in history and move forward in the spirit of healing and partnership
- We use our capability to build knowledge and skills in the community and with individuals
- We use a coaching approach to facilitate growth, skill building and development
- We pro-actively seek opportunities to draw on the wisdom and expertise of others in order to support those we work with appropriately

Value of each person

- Our relationships are based on empathy, respect and compassion that sees, and seeks out, the good of each person
- We participate actively, courteously and enthusiastically as part of a team

- We work collaboratively to deliver valued outcomes for every individual
- We adopt appropriate systems and practices to support outcomes that are important to people
- We recognise the strengths, skills and contribution of each person in order to achieve our mission

Justice

- We challenge structures and behaviours that perpetuate disadvantage so that we bring about positive change
- We listen first in order to understand
- We use our resources efficiently and effectively to sustain and grow our services
- We have constructive conversations about performance, recognise excellence and hold each other accountable for our values based behaviours
- We make informed decisions and communicate early, honestly and transparently

Zeal

- Our commitment is wholehearted
- We embrace opportunities to increase our positive impact and influence
- We reflect and adapt our practice to ensure currency and relevance
- We see change as an opportunity and positively champion new ways of being and doing
- We stretch ourselves individually and collectively to overcome barriers and setbacks

Audacity

- We think reflectively and take bold action to follow new paths for the mission
- We look for innovation and learn from mistakes as a path to knowledge
- We make brave decisions while we are prudent and carefully assess risks and alignment to mission
- We embrace debate to ensure sound decision making
- We stand by our decisions as a team and as individuals.