

Position description



Good Shepherd

Australia New Zealand

Title	Family Violence Women and Children's Counsellor
Reports to	Program Manager, Peninsula Family Violence Program
Direct Reports	N/A
Classification & Salary	SCHCADS Level 6
Employment Status	0.9 FTE
Primary Location	Mornington Peninsula
Date	May 2020

Good Shepherd Australia New Zealand (GSANZ)

Our three-year strategy outlines the world we want to see and our role advancing in it. It also speaks to the positive impact we will deliver to support women, girls and families to be safe, secure, strong and connected. We are committed to tackling the issues of our time which adversely affect them. We work to advance equity and social justice and support our communities to thrive.

We seek to increase economic participation and wellbeing, to build resilience, improve safety and bring about system change. We offer microfinance programs and products, financial counselling and coaching, family violence support, parenting programs and playgroups, education programs and community houses. These services are complemented by research and advocacy to address the underlying structural causes of injustice, exclusion, and inequality.

Role Purpose

The Family Violence Women and Children's Counsellor will provide counselling support and group work for women, children and their families who have been exposed to or have been directly affected by family violence. This will be delivered both face to face and through using a variety of technologies. The Women and Children's Counsellor will be an integrated part of the Bayside Peninsula Family Violence Program.

The Family Violence Women and Children's Counsellor will provide support in refuges, offering single sessions for families and facilitate group work with women, children and families, with the aim of assisting the clients to debrief their current situation and stabilise the process of transition out of a violent environment.

The Family Violence Women and Children's Counsellor will also work in conjunction with schools, liaise with and advise teachers and principals on students affected by family violence. Education is provided to schools around how to understand and manage behaviours associated with family violence.

Key Responsibilities

- Provide high quality counselling and group work to women, children and their families presenting with complex needs associated with their experience of or exposure to family violence.

- Initiate contact with the referrer to retrieve relevant information relating to the child, woman or family and ensure to provide regular updates to the referrer on the progress of the client/s.
- Initiate contact with the referred client/s to conduct a comprehensive safety and needs assessment and determine the suitability of the service to their needs. Ensure to re-refer to a more suitable program, where required.
- Develop a tailored counselling plan for the client/s, ensuring to detail clear goals and milestones, undertake regular assessment of progress and amend, where required.
- Update and maintain the client spreadsheet, detailing current clients, past clients with closure dates, and clients on the waiting list, to ensure accurate record of caseload management.
- Complete data collection requirements and maintain current, comprehensive and accurate client case files, in accordance with program requirements, confidentiality and privacy legislation and DHHS registration standards.
- Ensure all relevant documentation, including case notes, are uploaded to SHIP and that all case actions are logged in IRIS, in accordance with policies and procedures, program requirements and DHHS standards.
- Ensure documents are up to date for court proceedings.
- Complete closures on all clients, detailing the background of the case, history of what services and support were provided, progresses made and details of the outcome for the client/s.
- Provide the client/s with a pre-assessment and post assessment form to gain feedback on the client's experience of the service and whether their needs and were met. Ensure feedback is monitored and, where appropriate, recommend and implement changes to the program or processes.
- Other duties consistent with the position where required and/or requested by the Team Leader.

Responsibilities of Good Shepherd Employees

Strategy

- Deliver service in line with team operational plan and Good Shepherd'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 Good Shepherd 's leadership capability framework
- Participate actively in regular formal supervision
- Share knowledge and practice insights with colleagues
- Take responsibility for own wellbeing

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 Good Shepherd team members and departments

Compliance

- Demonstrate behaviour consistent with Good Shepherd mission, values, behaviours and policies at all times
- Maintain agreed quality standards
- Maintain OH&S standards at all times

Qualifications and Mandatory Requirements

Employment is subject to:

- Formal qualifications in psychology, counselling, family therapy or social work or equivalent demonstrated experience
- A current Police Record Check
- A current Working with Children Check (WWCC) or state equivalent
- Proof of the right to work in Australia
- A current Victorian Drivers Licence

The above requirements will need to be supplied and verified prior to commencement

Key Selection Criteria

1. Demonstrated extensive counselling and group work experience utilising a range of theoretical and practice frameworks for women, children and families presenting with complex needs, including trauma
2. Demonstrated knowledge and experience conducting comprehensive safety and needs assessments and making sound judgements and decisions based on those assessments
3. Demonstrated success working as part of an integrated team and developing service networks and collaborative practices to assist women, children and their families
4. Demonstrated experience in preparing and maintaining professional case records, including case notes, letters of support (if appropriate) and data base reporting, in accordance with DHHS and organisational standards.
5. Excellent organisational, interpersonal and communication skills.

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.

- Value of each person
- Reconciliation
- Justice
- Zeal
- Audacity

Additional information

Work Health and Safety (WH&S): All team members are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by reporting all incidents and injuries as well as cooperating with any measures introduced in the workplace to improve WH&S.

Pre-existing injury: The person appointed to this position will be required to disclose any pre-existing injuries or disease that might be affected by employment in this position. This will assist the organisation in providing a safe work environment.

Equal opportunity: Good Shepherd is an equal opportunity employer. We recognise the rich diversity of people across Australia. We are committed to ensuring that our team is reflective of the diverse community we serve and to supporting a culture of equity, inclusion and diversity. All team members have a responsibility to be familiar with and adhere to the organisation's policies and procedures.

Child Safe Employer: Good Shepherd Australia New Zealand is a Child Safe employer. Employment is subject to satisfactory referee checks, a current employment working with Children Check, National Criminal History check and proof of the right to work in Australia.

Cultural competency: Good Shepherd strives to maintain a culturally competent and inclusive workplace. All team members are expected to undergo cultural competence training as part of their professional development plans.

Salary packaging is available to all employees.