

Counsellor Post Adoption



The purpose of this position

The **purpose** of the position is to improve the wellbeing of people affected by adoption by providing therapeutic services such as counselling, therapeutic group work, information and research services

About the position

- This position is within Child & Family. It is part of various child and family services teams
- This position **reports to** the Manager
- ☐ Reporting line may vary depending on location and service size
- ☒ This position does not have any direct reports ☐ This position may have direct reports, positions vary
- The position is designated Band 7 under the ***Schedule of Authorities and Delegations***.
- The position is a: ☐ Budget holder ☐ Has designated revenue or billing targets.
- ☒ This position may require a working with children related clearance
- The position is a Individual Contributor level of the Capability Framework.

Key areas of responsibility

- Work with a range of designated clients. The number of clients will depend on complexity and nature of service.
- Provide face to face, video and telephone counselling services to people presenting with grief, trauma, identity, relationship, parenting, drug and alcohol, domestic violence and mental health issues relating to experiences of adoption.
- Engage clients using appropriate strengths based assessments and risk minimisation processes.
- Work with clients to research, create, monitor and evaluate their client plan and outcomes, that identify strengths as well as areas of risk, ensuring clients are actively engaged in the process.
- Ensure client plans are shared openly with clients, and where applicable, other agencies.
- Coordinate with other stakeholders including government departments and agencies, health services, individuals impacted by the adoption, GP's and allied health providers to ensure services are delivered.
- Work with clients affected by adoption to prepare for connection with family and the associated issues that can occur such as the possibility of rejection.
- Facilitate connection meetings and provide debriefing support to clients.
- Provide intermediary services to support people affected by adoption such as record searches.
- Plan, develop and facilitate or co-facilitate evidence informed therapeutic groups and health promotion workshops which enhance the well-being and health of clients within the service.
- Support the delivery of health promotion and community education workshops to raise awareness of issues that may be impacting clients of the service, address the effects of trauma and reduce social isolation.
- Act as the duty officer and respond to crisis calls on a rotating roster.
- Coordinate retreats, in consultation with the Senior Practitioner and manager.
- Assist clients to engage with wrap around services directly, as appropriate.

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- Coach, advise and provide on the job support to Child & Family Practitioners, other Counsellors, mental Health Workers, Support Workers and others to better understand and apply strength-based frameworks as related to adoption.
- Document client services and client changes using technology and paper-based systems in a clear, logical, understandable and timely way.
- Advise the Manager of any significant changes or concerns regarding the client, their home environment, wellbeing, their services or case plan, or other risks, as soon as possible.
- Document work hours, kilometres travelled, reimbursements and other employee records in the timeframes required.
- Work in accordance with the Professional Governance Framework to ensure the services and support we provide to our clients and each other are person centred, connected, effective, and safe.

Capability Framework

The Capability Framework defines the essential knowledge, skills, behaviours and attributes individuals need to success in their roles. It provides the organisation with a shared language and clear expectations across all levels of the organisation. The Capability Framework can be accessed [here](#) internal document only.

Key outcomes

When things are going well, we would expect to see these outcomes:

- The way we work with clients is effective and appropriate interventions aligned to a strengths-based framework are utilised.
- The way we work with clients is planned, coordinated, and well documented.
- The most effective outcome for the client is identified.
- Clients indicate they are satisfied with their service.
- Improved outcomes for clients are identified as an outcome of service delivery.

Key Capabilities

- Degree qualified in social work, psychology or similar
- At least 3 years' experience providing counselling services and group work, including experience providing families/couple therapy.
- Previous experience working with clients impacted by adoption would support success.
- Post graduate qualifications in counselling would support success.
- Understanding of the key issues surrounding adoption such as trauma and its impact, reunion issues, the historical context of adoption, and the position and views of differing stakeholders in the adoption space.
- Knowledge of wrap around services available in the adoption space.
- Ability to establish therapeutic relationships with clients who may be reluctant to engage.
- Ability to apply counselling theories, skills and knowledge to clients experiencing issues relating to area of speciality.
- Experience facilitating programs for individuals and groups.

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- Availability for some out of hours and weekend work.
- Understanding of the needs of diverse communities such as Aboriginal and Torres Strait Islander, culturally and linguistically diverse (CALD), and gay, lesbian, bisexual, transgender and intersex (LGBTI) communities.
- Cert IV Training & Education would support success.

People who know this position say that

People who know this position say the things that might make your day are:

- Being able to positively influence a client's wellbeing and relationships.
- Being able to advocate for the needs of individuals affected by adoption.
- Reflecting on positive feedback when suggestions have been helpful.

People who know this position say some key challenges you might experience are:

- Community polarisation and debates between advocacy groups for people affected by adoption.
- The challenge of being seen to "side" or service a particular group in the adoption space.
- Our organisation's role in the history of forced adoption..
- Managing differing expectations of the service.
- Managing the emotional context for many people accessing the service.

Work and flexibility

While The Benevolent Society has great tools to connect us remotely, sometimes we will need to connect in person. This means we need to travel on occasion.

This position may require:

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| ☒ Overnight travel/stays. | ☒ Weekend work. |
| ☒ Travel between office locations/regions. | ☒ Evening work. |
| ☒ Travel to clients (varied locations). | ☒ Special event support. |
| ☒ Use of own registered, insured (comprehensive) motor vehicle. | |
| ☒ Use of TBS pool cars. | |

Key relationships

We work collaboratively with others. This position works closely with:

Within The Benevolent Society:

- Senior Practitioner
- Child & Family Practitioners and Counsellors
- Manager, Practice Support

Outside The Benevolent Society:

- Clients and the community
- Support groups and advocates for post adoption
- Other post-adoption providers and agencies
- Government departments and agencies
- Wrap around services

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