

The purpose of this position

The purpose of this position is to use strength based frameworks to provide therapeutic services such as counselling, therapeutic group work, information, referrals and support to women, children and young people impacted by domestic and family violence.

About the position

- This position is within Child & Family. It is part of the Women & Family Health team.
- This position **reports to** the Position Team Leader
- ☐ The position leads a team.
- 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.
- 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.
- Engage clients using appropriate strengths based assessments and risk minimisation processes, including safety planning.
- Provide a range of multimodal interventions from a person centred, whole of family approach that enhance the resilience and wellbeing of children, young people and families to overcome the effects of social, emotional and behaviour difficulties due to trauma, abuse and other forms of chronic adversity.
- Work with clients to undertake comprehensive assessments to develop, implement, monitor and review their Family Action Plan and outcomes, including where intensive family support is identified and agreed.
- Ensure client plans are shared openly with clients, and where applicable, other agencies.
- Coordinate with other service providers including government departments and agencies, schools, health services, GP's and allied health providers to ensure services are delivered.
- Assist clients to engage with wrap around services directly, as appropriate.
- Attend review meetings, case conferences, worker meetings, and consultation meetings and ensure appropriate documentation is kept.
- Plan, develop and facilitate or co-facilitate therapeutic groups and workshops for women, children and young people affected by domestic violence.
- Support the intake team during busy periods or during leave.
- Build community capacity to support women and families through provision of, information, education and consultancy other service providers, community members and within The Benevolent Society.
- Document client services and client changes using technology and paper based systems in a clear, logical, understandable and timely way.

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- 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, kilometers 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

This position may be offered as a specialisation:

- For example, supporting specific groups impacted by domestic and family violence such as women or young people aged 0-18

Where the role is offered as a specialisation the position holder would typically:

- Coach, advise and provide on the job support to Child & Family Practitioners, Counsellors and Support Workers to better understand and apply strengths based frameworks as related to their area of specialty
- Maintain currency of knowledge and practice and share learnings with the team to improve practice

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.
- Clients accessing the service report they have the tools to overcome the effects of social, emotional and behavioural difficulties resulting from trauma, abuse and other forms of experience chronic adversity.
- Clients are appropriately referred to and are able to access a range of wrap around services, for both children and young people and their adult carers.
- Improved mental health and wellbeing outcomes for clients are identified as an outcome of service delivery.

Key Capabilities

Essential

- Degree qualified in social work, psychology or similar.
- At least 3 years experience providing counselling services and group work, including experience related to area of speciality.
- Post graduate qualifications in counselling would support success Understanding of child protection issues such as drug and alcohol use, domestic violence, mental health issues, and the impact of trauma and the effect on attachment, child behaviour and development.
- Knowledge of wrap around services available in area of speciality.

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- 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.
- 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.

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 future
- Being able to advocate for the needs of people impacted by family and domestic violence
- Working with the team to get a comprehensive view and reach better outcomes
- Reflecting on positive feedback when suggestions have been helpful

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

- Potentially serious consequences of decision making and its impact on women and children
- Ensuring self care to prevent burn out
- Managing competing priorities and needs of stakeholders

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:

- Support workers
- Other Counsellors and Child & Family Practitioners
- Manager, Practice Support
- Managers

Outside The Benevolent Society:

- Clients and the community
- Other service providers and agencies
- Wrap around services such as schools, allied health