

The purpose of this position

The **purpose** of the position is to act as a first point of contact to provide timely and effective intake and referral services, and use strength based frameworks to provide therapeutic services such as counselling, therapeutic group work, information and research services to support people impacted by domestic and family violence.

About the position

- This position is within Child, Youth & Families. It is part of the Women & Family Health team.
- This position **reports to** the Team Leader
- Reporting line may vary depending on location and service size
- ☒ This position does not have any direct reports
- 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

- Act as a first point of contact for those contacting the service, providing timely and effective contact, advice and referral services to the community and clients.
- Provide crisis intervention and support to women, young people and/or children over the phone, in person, or via other technological means.
- Undertake psychosocial assessments to identify effective intervention and support.
- Provide information, referral and advocacy to support individuals and families to access appropriate resources and services, both within The Benevolent Society and with external agencies and service providers.
- 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
- 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.
- Plan, develop and facilitate or co-facilitate therapeutic groups and workshops for women, children and young people.
- Support the general counselling team during busy periods or during leave (where individual has skills and experience to do so)

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- Document client services and client changes using technology and paper based systems in a clear, logical, understandable and timely way
- Advise the Team Leader 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
- Make child protection reports to the community services helpline when assessed as necessary, in consultation with the Team Leader or Manager.
- Document work hours, kilometres travelled, reimbursements and other employee records in the timeframes

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:

- Clients are able to access services in a timely way
- The needs of clients are appropriately assessed, with referral to appropriate services
- The way we work with clients in crisis is effective, supportive, and appropriately documented
- 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
- Post graduate qualifications in counselling would support success
- Knowledge of wrap around and referral services available
- Excellent 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 child behaviour and development
- Ability to quickly and effectively evaluate the needs of a client who may be in crisis and identify potential referrals that may meet their needs
- Ability to work under pressure
- Ability to apply counselling theories, skills and knowledge to clients experiencing issues relating to area of speciality
- Experience facilitating programs for individuals and groups
- Good relationship building skills with the ability to quickly build relationships with different stakeholders
- Good negotiation, liaison and advocacy skills
- 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

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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 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
- Home visiting when there are risk associated with the visit and ensuring strategies are in place to ensure safety

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:

- 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