

POSITION DESCRIPTION

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| Position Number: | 1079 |
| Position Title: | Counsellor / Community Engagement Officer Redress Scheme Support Service |
| Position Type: | 12 Month Full-time Fixed Contract with opportunity to extend (pending funding) |
| Positions Level: | SCHADS Leve 5-6 \$88,757.76 - \$96,969.60 depending on qualifications and experience |
| Location: | Alice Springs / Darwin (+ Travel) |
| Direct Reports: | None |
| Responsible To: | Manager Adult Specialist Support Services |

About Relationships Australia Northern Territory

Relationships Australia Northern Territory is a community-based, not-for-profit, non-government organisation providing a broad range of services, which are for all members of the community regardless of religion, belief, age, gender, sexual orientation, lifestyle choice, cultural background or economic circumstances.

Our clients are often dealing with complex and sensitive situations, so we look for employees who are understanding, knowledgeable and genuinely care about the wellbeing of others.

Vision

Relationships Matter - Respectful Relationships can empower people to belong, connect and have meaning and confidence to meet the challenges of our time.

Purpose

To embrace and improve individual, family and community wellbeing through our supportive, professional and culturally appropriate counselling, mediation and family meetings.

Values

We value

We demonstrate this by:

RESPECT:

Respecting the rights of individuals, families, stakeholders, our clients and our employees, to make informed choices.

ABORIGINAL & TORRES STRAIT ISLANDER:

Supportive two-way learning to strengthen our services, by embracing culturally innovative service provision and employment for First Nations people.

INTEGRITY:

Providing services which are appropriate, supportive to client and community needs and which adhere to the highest ethical standards.

SOCIAL JUSTICE:

Promoting and pursuing a society which is equitable and inclusive.

EXCELLENCE:

Pursuing excellence through critical and continuous reflection, professional and organisational development, best practice and innovation.

DIVERSITY: Advocating inclusiveness to all regardless of age, gender, race, sexuality, disability, religion and any other unique talent.

Summary of Position

The Counsellor/Community Engagement Officer is responsible for delivery of client services within the Redress Scheme Support Service (RSSS). The role is to provide access to trauma-informed and culturally appropriate support that assists people who have experienced institutional childhood sexual abuse to engage with the National Redress Scheme (NRS).

The Counsellor/Community Engagement Officer provides appropriate support to people considering and applying to the National Redress Scheme including casework, counselling, advocacy and liaison with legal services, statutory bodies, communities and other stakeholders.

Given the highly complex and sensitive nature of the NRS, priority is given to safety and to ensure people are provided with service that empowers and enhances their personal agency. The Counsellor/Community Engagement Officer requires well-developed clinical practice skills as well as flexibility, initiative, coordination and organising skills, with a large amount of autonomy.

The Counsellor/Community Engagement Officer will also focus on engaging with individuals and service providers in rural, regional and remote outreach locations across the Northern Territory to enable equitable access to the National Redress Scheme and Redress Scheme Support Service.

Within this role, you are required to meet and comply with the Behaviour Standards outlined in our Safeguarding Children and Young People Practice and Behaviour Guidelines, be subject to RANT policy, and actively participate in cultural safety and "cultural fitness".

Key Duties and Responsibilities

- Provide high quality clinical counselling and therapeutic case work to RSSS clients.
- Assist RSSS clients via therapeutic and practical support when considering, completing and/or post their National Redress Scheme applications.
- Maintain high quality practice as a trauma informed practitioner with active participation in ongoing supervision and professional development.
- Facilitate RSSS community information sessions to stakeholders and/or clients in the Northern Territory.
- Represent RA-NT at national meetings and training sessions when required.
- Promote a positive image of RA-NT and RSSS to the broader community through professional and community networking, presentations and promotional and awareness raising activities.
- Collect and input client, stakeholder and information session data onto appropriate systems in a timely manner
- Comply with all requirements of the funding agreement.
- Conduct other duties as requested by the Manager, Adult Specialist Support Services.

Qualifications and Experience

Essential

- Tertiary qualification in social work, psychology, counselling, or another relevant discipline.
- Knowledge of current theory and practice relating to trauma informed practice including knowledge of the impact and effects of childhood trauma on adult functioning.
- Established experience in working with individuals and/or families where complex trauma is present.

- Demonstrated experience in case management.
- Proven stakeholder and community engagement, education and development skills.
- Demonstrated experience in developing and maintaining streamlined internal processes for service delivery.
- High level of interpersonal, verbal and written communication skills.
- Demonstrated experience working with Aboriginal communities, organisations and individuals to deliver community education, networking and service provision and promotion.
- Ability to work with and communicate effectively to people from different cultural backgrounds, and to respond to a variety of situations in a sensitive and appropriate manner.
- Ability and commitment to work as a team member within the ethos and values of RA-NT.

Desirable

- Knowledge of the historical context of the Royal Commission into Institutional Responses to Child Sexual Abuse.
- Experience in agency representation in networks, forums, information sessions, and community groups.

Requirements

- A satisfactory Northern Territory working with children's check.
- A satisfactory National Criminal History Check.
- Possession of a current NT Driver's License.
- A commitment to our Safeguarding Children Practice and Behaviour Guidelines.
- Evidence of vaccination status as required by Northern Territory Health Directive.

Work Health and Safety

- Demonstrated safe work practices for personal health and safety, and the health and safety of others in line with Work, Health and Safety requirements.
- Comply with any reasonable instruction and co-operate with any reasonable policy or procedure of the organisation relating to health or safety in the workplace.

Please note that Position Descriptions are under constant review and may be changed by the Chief Executive Officer, after consultation, at any time.

Acknowledgement

I have read, understood and accept the position as documented in this position description.

Employee Name (Please Print):

Signature:

Date:

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| <i>Reviewed by:</i> | <i>Human Resources</i> | <i>May 2022</i> |
| <i>Review due by:</i> | <i>Human Resources</i> | <i>May 2024</i> |
| <i>Approved by:</i> | <i>Chief Executive Officer</i> | <i>February 2021</i> |