

## POSITION DESCRIPTION

<b>Position Number:</b>	1087
<b>Position Title:</b>	Counsellor/Case Worker Community Wellbeing Team
<b>Position Type:</b>	Full-Time
<b>Positions Level:</b>	SCHADS 5
<b>Location:</b>	Darwin/Alice Springs
<b>Direct Reports:</b>	Nil
<b>Responsible To:</b>	Manager of Community Wellbeing Team

### About Relationships Australia Northern Territory

Relationships Australia Northern Territory (RA-NT) is a community-based, not-for-profit, non-government organisation providing a broad range of services, 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 – Counsellor/Case Worker Community Wellbeing Team

This position is funded to provide high quality trauma-informed counselling and casework to clients serviced by the Community Wellbeing Team. The Community Wellbeing Team is composed of three programs:

The Specialised Elder Abuse Service (SEAS) program which provides case management, counselling and mediation to older people who are 'at risk' of, or experiencing, elder abuse and their families/support persons.

The Disability Royal Commission Counselling Service (DRCCS) which provides trauma-informed counselling and casework for those affected by, or engaged with, the Disability Royal Commission

The Specialised Family Violence, Children's Counselling program (SFV) which provides trauma informed counselling and case work to children and their families who have experience FDV.

The role requires well developed clinical practice and case management skills. Outreach, community and stakeholder engagement will also be part of this role. The role requires initiative and flexibility.

In the performance of this role, the worker will be required to adhere to the Safeguarding Children and Young People Practice and Behaviour Guidelines and participate in cultural fitness activities.

## Key Duties and Responsibilities

- Provide trauma-informed, client-focused, and accessible counselling and case management to clients of the SEAS, DRCCS and SFV programs. This includes providing services in the RA-NT office, in the community or at clients' residence, and telecommunication.
- Liaise effectively with other RA-NT staff (e.g. mediators; Aboriginal and Islander Cultural Officers) and external service providers, who may concurrently be assisting clients, including making appropriate referrals and facilitating case coordination where required, to ensure client needs are met.
- Provide social and practical support to meet the needs of individual clients, including appropriate referrals to external agencies and other Relationships Australia NT programs.
- Maintain a high level of confidentiality regarding client and organisational matters.
- Contribute effectively to a multi-disciplinary team environment.
- Use RA-NT information and communication (ICT) systems to maintain accurate client data and case files, and contribute to other reporting/evaluation requirements as required.
- Represent RA-NT positively and promote the programs, through professional and community networking, presentations, and other general public relations and promotional activities as required.
- Any other duties requested at the discretion of the program manager.

## Qualifications and Experience

### Essential

- Tertiary qualification in Social Work, Counselling, Psychology or another relevant qualification
- Demonstrated knowledge of theory and experience in trauma-informed counselling/case work
- Proven experience of working in partnership with internal and external stakeholders
- Ability to work independently and as part of a team
- Strong written and verbal communication skills.

### Desirable

- Experience and/or qualifications working with people with disabilities and/or mental illness
- Experience and/or qualifications working with people who have/are experiencing abuse
- Experience/qualification in therapeutic group work
- Current NT Driver's License

## Requirements

- A satisfactory Northern Territory working with children check (Ochre Card).
- A satisfactory national criminal history check.
- A commitment to our Safeguarding Children Practice and Behaviour Guidelines.

## Corporate

### Physical Resources

- Take care of physical resources during employment with RA-NT including IT, vehicles, equipment and related items.

### Systems

- Comply with RA-NT corporate systems, policies and procedures.

### 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 and legislation
- 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 regular 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:

Reviewed by:	Human Resources	April 2022
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<i>Review due by:</i>	<i>Human Resources</i>	<i>April 2024</i>
<i>Approved by:</i>	<i>Chief Executive Officer</i>	<i>January 2022</i>