

Location/s	Various venues
Reporting to	Team Leader
Direct Reports	Nil
Level	Band 3
Date Updated	July 2020

About the Role

To provide a high standard of family and relationship counselling interventions to individuals, couples and families through Relationships Australia Queensland's (RAQ) various venues within local communities.

This position is authorised by Relationships Australia Queensland to undertake employment as a family counsellor in accordance with Section 10C (1)(b) of the *Family Law Act 1975*.

Key Responsibilities

Family, Couple and Individual Counselling, Education/Skills Training and Group Work	<ul style="list-style-type: none"> • Apply knowledge of life span and development theory and issues relevant to life transitions to the individual, couple and/or families (e.g., issues surrounding relationship formation and marriage, separating or remarrying, transition to parenthood, parenting different age children, retirement). • Conduct client intake, risk and needs assessment with all clients. • Recommend appropriate interventions to clients based on their presenting issues, their history, risk assessment, the impact of presenting issues on any children in the family, and their service delivery goals. • Apply a systems theory framework and other evidence-based interventions for assisting individuals, couples and families to meet their service delivery goals as appropriate. • Capture agreed goals and interventions in the case plan.
Program Specific	Rainbow Program: <ul style="list-style-type: none"> • Apply knowledge of issues specific to the LGBTIQ+. • Apply relevant practice frameworks including queer affirmative practice.
Duty of Care and Legislative Requirements	<ul style="list-style-type: none"> • Maintain confidentiality and understand the limits of confidentiality particularly as they apply to clinical risk management and duty of care matters (e.g., assessment of domestic and family violence, child safety, threat of harm to self or others, and other risk factors); and take appropriate steps to respond to risk and duty of care matters as required by organisational policy and procedure. • Understand and meet legislative and funding requirements including collecting and recording statistical data in a timely and accurate manner.
File and Diary Management	<ul style="list-style-type: none"> • Maintain client files, case notes and risk management documentation as per organisational policy and procedure. • Maintain the client information system to enable effective and informed client bookings.
Supervision and Professional Development	<ul style="list-style-type: none"> • Demonstrate ongoing commitment to and participation in regular internal clinical supervision and professional development as per organisational policy and procedure. • Be receptive to feedback and apply reflective practice.

Administration and Planning	<ul style="list-style-type: none"> Where directed, assist with the provision of administrative and general office duties. Contribute to operational planning as requested by the reporting manager.
Organisational Responsibilities	<ul style="list-style-type: none"> Adhere to all organisational policies, procedures, standards and practices. Act only in ways that advance RAQ objectives, values and reputation. Other duties, consistent with skills and experience, as directed by the reporting manager.

Core Competencies

Business Savvy	Applies knowledge of the business and the industry to advance the organisation's goals.
Accountability	Accepts personal responsibility for actions and consequences, reflects on own performance and commits to personal and professional development.
Collaborative Relationships	Builds collaborative and constructive working relationships, working as a team to achieve goals.
Diversity & Inclusion	Interacts with all stakeholders in ways that demonstrate respect of social and cultural differences, and commits to challenging attendant social inequities.
Innovation & Continuous Improvement	Applies knowledge, experience and ideas to develop new and better ways of working, adapts to change and maintains resilience.
Professionalism	Gains the confidence and trust of others through honesty, integrity, and authenticity.

About You

To be successful in this position you will have:

	Required	Highly Desired
Qualifications	<ul style="list-style-type: none"> Relevant Undergraduate qualification in Behavioural Science, Psychology, Counselling or Social Work. 	<ul style="list-style-type: none"> Postgraduate Qualification in Behavioural Science.
Experience	<ul style="list-style-type: none"> Experience in the delivery of counselling, education/skills-training, and group work with individuals, couples, families, across the lifespan. Previous clinical experience in managing high volume, complex caseloads. <p>Rainbow Program Specific:</p> <ul style="list-style-type: none"> Demonstrated experience of working with LGBTIQ+ individuals, couples and families. 	<ul style="list-style-type: none"> Experience working with clients in crisis situations. Experience working with clients who are separating or at risk of separation. Demonstrated experience in engaging proactively with and supporting clients of diverse backgrounds (Aboriginal & Torres Strait Islander, Culturally and Linguistically Diverse, low socioeconomic status, people with disabilities and people of diverse bodies, genders and sexualities).
Knowledge	<ul style="list-style-type: none"> Knowledge and application of current and relevant legislation and regulations relating to relationships counselling. Knowledge and application of Family Systems theories, evidence-based interventions for relationship work, developmental psychological theories and 	<p>Rainbow Program Specific:</p> <ul style="list-style-type: none"> Knowledge of current laws relating to the LGBTIQ+ community including marriage laws, adoption laws, fostering laws, legalities of changing sex.

	theories and practice frameworks for working with family violence.	
Skills	<ul style="list-style-type: none"> • Competent in computer use (Microsoft Office, email, web-based programs and have the ability to learn new programs and applications). • Highly developed interpersonal and communication skills, both written and verbal. • Effective time management, prioritisation and organisation skills. 	

It should be noted that Position Descriptions are under constant review and may be changed at any time.