

## Position Description Specialist Counsellor

<b>Location:</b>	DVConnect Office Brisbane	<b>Status:</b>	Full Time/Part Time
<b>Reports To:</b>	Team Leader	<b>Salary:</b>	Social Community Home Care & Disability Award Level 5

### Purpose of the Position

The role of the Specialist Counsellor is to provide highly specialised, multi-session, trauma counselling to people who have been a victim of any personal and violent crime. Specialist Counsellors work with callers on an appointment-based system with sessions conducted either via phone or video call. During sessions, the Specialist Counsellor will conduct needs, risk and safety assessments using psychological first aid and emotional support and providing appropriate referrals as determined by clinical protocols. This program uses a PTSD CBT and Recovery Model framework that prioritises trauma informed approaches. The role will also be required to support in the triage teams at times, answering calls and chats, establishing caller safety, building rapport, and identifying best pathways for support either internally or externally.

### Our Vision, Purpose & Values

**Our Vision:** Our aim is for all relationships to be free from domestic, family, and sexual violence.

**Our Purpose:** Creating pathways for a life free from violence and fear.

**Our values:** - *Integrity; Compassion; Accountability; Respect & Empowerment*

### Principles of our Work

DVConnect works from an intersectional feminist framework, and we acknowledge the gendered nature of domestic, family, and sexual violence. We are committed to working collaboratively as part of the broader system, developing innovative services, and providing robust governance and organisational sustainability to deliver on our vision and purpose.

Main Accountabilities	Expectations
<p><b>Service Delivery</b> Assessing and providing appropriate multi-session trauma counselling within a supportive and safe environment to callers of the VictimConnect service.</p> <p>The role requires that the services delivered are of high quality, being delivered within appropriate framework and timelines, meeting the needs of a broad client group. Providing trauma-informed therapeutic interventions, psycho education and connecting callers with available supports as determined by clinical protocols.</p> <p>As required, undertake triage calls and online chats to support the wider team.</p> <p>Contribute to project and other activities as required, which is designed to improve the overall service.</p>	<ul style="list-style-type: none"> <li>• Highly developed specialist skills are evident, which demonstrates an ability to provide effective, quality tailored counselling services that are specific to the various needs of callers</li> <li>• Evidence of providing appropriate referrals and other additional services and support based on the needs of the callers and within the clinical framework.</li> <li>• Escalates identified issues and clinical risks through the appropriate formal escalation channels</li> <li>• Adheres to a virtual practice counselling framework.</li> <li>• All required data is recorded for internal information management systems and information is concise and secure</li> <li>• Demonstrates consistently a commitment to the purpose, values, and behaviours of DVConnect.</li> <li>• Internal and external service/client feedback.</li> </ul>
<p><b>Team Support</b> Participates in team activities, attends staff meetings when scheduled and demonstrates a supportive approach to other staff members which contributes to the overall team effectiveness. Demonstrate a clear understanding of and commitment to DVConnect vision, purpose, and values.</p>	<ul style="list-style-type: none"> <li>• Evidence of strong relationships with team members which assists in building a cohesive workplace.</li> <li>• Demonstrates on a continual basis, a commitment to assisting and supporting colleagues in all workplace activities including support for backfilling of shifts at times.</li> <li>• Attends a minimum of 85% of all staff and team meetings.</li> <li>• DVConnect vision, purpose and values consistently demonstrated in all work-related activities and in line with DVConnect Code of Conduct</li> </ul>
<p><b>Workplace Health &amp; Safety</b> To meet Workplace Health &amp; Safety obligations in line with DVConnect Policy &amp; Procedures as well as relevant legislation</p>	<ul style="list-style-type: none"> <li>• Follows all safety instructions and uses equipment provided</li> <li>• Contributes to minimising the risk to health and safety of all persons in the workplace</li> <li>• Participation in communication meetings, professional supervision and any organised WHS training events</li> <li>• Identify and reports any workplace incident/hazard or concerns to management</li> </ul>

<b>Professional Development &amp; Continuous Improvement</b> Maintain and develop personal knowledge in area of expertise and meets core values and behaviours of DVConnect. Further demonstrates a commitment to professional supervision for both skills' development and health and well-being.	<ul style="list-style-type: none"> <li>• Actively participates in on-shift and individual supervision sessions.</li> <li>• Attends a minimum of 85% of professional development opportunities and team meetings/activities.</li> <li>• Seeks new ideas and embraces/adapts to change</li> <li>• Evidence of a commitment to continuous improvement activities which continues to build the service.</li> </ul>
<b>Essential Requirements &amp; Qualifications</b>	<ul style="list-style-type: none"> <li>• Minimum 3 year tertiary qualification in Counselling, Social Work, Psychology, or related field</li> <li>• Minimum 3 years specialist counselling experience including support for those who have been impacted by violence</li> <li>• Demonstrated understanding of intersectional feminist practice and how this is used as a framework to understand and respond to the gendered nature of violence against women and children</li> <li>• Eligible for or hold membership with one of the following bodies of profession – AASW, ACA, APS or PACFA would be desirable</li> <li>• Current Working with Vulnerable People/Working with Children Check (as applicable to the State/Territory of Australia in which you work)</li> <li>• Up to date with COVID-19 Vaccinations</li> <li>• Willingness to undertake further training and development</li> <li>• Right to Work in Australia</li> </ul>
<b>Skills &amp; Behaviours</b>	<ul style="list-style-type: none"> <li>• Demonstrated ability to work in a challenging and demanding work environment, including working within agreed timeline parameters</li> <li>• Well-developed communication skills including ability to communicate effectively with a diverse range of cultural and social groups</li> <li>• Understanding of state-based legislation including victim of crime and child protection legislation relevant to service delivery</li> <li>• Understanding of the Queensland criminal justice system including the Victims of Crime Act court process</li> <li>• Committed to support own personal and professional wellbeing</li> <li>• Able to demonstrate a high level of resilience</li> <li>• Demonstrated good cultural responsiveness and commitment to working with Aboriginal and Torres Strait Islander people</li> <li>• Ability to work with people from Culturally and Linguistically Diverse backgrounds, including through use of telephone interpreting services</li> <li>• Ability to problem solve and use professional judgement</li> </ul>

- Solid IT skills to work across phone and online chat platforms
- Commitment to the values and purpose of DVConnect

### Key Relationships/Interactions:

Relationship with:	
Service Delivery Manager	Accountability, advice, support, feedback, and reporting as required
Team Leader	Accountability, advice, support, feedback, and reporting as required
First Responders	Building sound working relationships with all personnel to assist in undertaking the role and providing support
Team Members & Volunteers	Building sound working relationships with all personnel to assist in undertaking the role and providing support
Callers	Providing support, advice and referral pathways

I have read this documentation and agree to undertake the duties and responsibilities as listed above.

I acknowledge that:-

- This Position Description details the accountabilities of the role and provides an indication of the current duties and tasks that I may be required to undertake. Additional or other duties may from time to time be allocated in order to dully meet the responsibilities of the role.
- The measures where included in this document are indicative and will be reviewed with me on an annual basis and that my performance will be assessed against these measures

*DVConnect is an equal opportunity employer. All applications will be treated on their merits*