

Position title	Intake & Counsellor	Reference	
Reporting to	Initiatives Manager - Resolve	Location	Ludmilla
Division	Resolve	Section	Resolve
Approved	Executive Manager Youth & Families	Date	November 2019
Comments:			

Organisation Statement

Anglicare NT is a respected provider of quality human services across urban, regional and remote areas of the Northern Territory. We demonstrate our values of Hope, Kindness, Respect, Fairness and Integrity through strength-based and trauma informed practice, cultural respect, child safety, social justice, community development and partnerships. Anglicare NT was formed by the Anglican Diocese of the NT to respond to the social needs of our diverse communities.

Purpose of the Position

You will be responsible for delivering quality customer service in the facilitation of intake services for clients seeking counselling, family dispute resolution mediation and parent education services, providing effective administrative support, maintaining data collection systems/records and contributing to the efficient running of programs within the Resolve suite of services.

You will provide professional counselling services for individuals and families with a primary (but not exclusive) focus on the provision of information, support and counselling to separated parents experiencing high levels of conflict and their children. Day-to-day service delivery includes counselling, Child Inclusive Practice sessions, implementing evidence-based group work programs (short courses), community awareness and service promotion activities.

Selection Criteria

Position Specific Requirements

1. Higher education (tertiary) qualifications in social science discipline such as Psychology, Social Work or Counselling resulting in eligibility for membership/credentialing with relevant professional / registration body.
2. Experience in facilitating intake for government or community sector services.
3. Counselling experience in relevant field along with demonstrated interest in and commitment to working with children (child inclusive), adolescents (youth friendly) and adults (family focused).
4. Well-developed Practice base and familiarity with using evidenced based counselling techniques and therapeutic interventions such as trauma informed practice, narrative therapy, restorative practice, cognitive behaviour therapy, solution focused and strengths-based approaches.
5. Demonstrated respectful approach, effective client engagement skills and willingness to apply responsive, inclusive and flexible work practices.
6. Experience in or ability to organize and effectively facilitate and deliver evidence-based parenting education and family skills training sessions (short course) to groups.
7. Demonstrated teamwork skills, commitment to maintaining a cooperative workplace and willingness to work with multidisciplinary teams.
8. Knowledge of relevant legislation such as Family Law, Child Protection, and Domestic/Family Violence.
9. Well-developed written and clear verbal communication skills and ability to produce quality and timely case notes, reports and correspondence.
10. Demonstrated time management, organisational and multi-tasking skills and resilience.
11. Highly developed computer skills including the ability to efficiently use email, internet, spreadsheets, reporting tools and client data management systems.

General Criteria

1. Demonstrated commitment to work respectfully and inclusively with Aboriginal and Torres Strait Islander and culturally and linguistically diverse people.
2. Demonstrated adherence to legislation, policies and procedures and a commitment to EEO, WHS, risk management and quality improvement practices.
3. Northern Territory Working with Children Clearance (Ochre Card).

4. National Police Criminal History Report (less than three months old) with acceptable outcome.
5. Ability to meet 100-point ID and additional visa / overseas work compliance measures.
6. Northern Territory Driver's Licence.
7. First Aid Certificate or willingness to obtain within 3 months.
8. Understanding of community services work and experience in communicating with a diverse range of people.

Key Responsibilities

1. Intake Services - Provide professional intake services to the Resolve team

- Respond to all enquiries made to the Ludmilla Office for people over 25 years of age and young people seeking support by the Resolve Team. Provide information, advice and referral services to potential clients to Resolve, Anglicare NT or other community and government services capable of meeting the needs of the client.
- Completion of intake procedures for clients/families including Family Relationship Centre, Family Dispute Resolution and Family and Relationship Services.
- Appropriately screen and assess clients to ensure timely services are received through Anglicare NT or referred to other appropriate service providers who are better match in meeting the needs of the client through the integration of the principles of the No Wrong Door approach.
- Inform clients and families about changes to regular service provision.
- Ensure that new clients are added to the client information system (Penelope) and that the individual service profile is established, and all relevant documents are scanned and attached. Adjust documentation as notified.
- Meet with the Manager Counselling Services to review intake work flow, complex and urgent referrals and the allocation of cases to counsellors.
- To participate in Intake procedure reviews and the collection and maintenance of relevant data as required.

2. Counselling and Group Work

- Adhere to contractual requirements, funding and program guidelines, associated work plans, performance standards and professional codes of conduct.
- Provide professional counselling sessions (based on evidence based and approved modalities) to individuals, families, couples and children.
- Ensuring thorough safety and risk assessments have been undertaken in terms of domestic / family violence, child protection, potential for aggression, mental health / suicide risks and mandatory reporting considerations.
- Organise, facilitate and evaluate approved evidence-based group work programs and /or short courses.
- Participate in individual, peer and group supervision and employee review and development processes.
- Maintain commitment to professional development and undertake approved training and development activities.

3. Contribute to service improvements, teams and the organisation

- Work collaboratively with the team to address any client complaints or service improvement requirements resulting from internal or external evaluation processes.
- Participate in team and organisational communications such as email groups, scheduled staff meetings, planning and review days, and organisational events as required.
- Represent Anglicare NT at external activities (interagency meetings, forums, presentations etc) and Resolve as requested on internal working parties as required.
- Provide Ludmilla reception coverage as required (including but not limited to, a regular weekly roster of lunch time coverage, reception duties to backfill receptionist leave and training requirements)
- Acting higher/different lateral duties as required with a particular focus on working closely with and supporting related areas of service delivery.

General Requirements

- Comply with Federal, NT and Local Government legislation, regulations, permits and / or by laws.
- Adhere to delegations, code of conduct, policies, procedures and general conditions of employment.

- Work within contract, program / project parameters and scope of practice.
- Comply with program guidelines, work plans, budget, data and reporting requirements.
- Comply with WHS requirements – remain vigilant and contribute to a safe working environment.
- Embrace organisational values, work cooperatively and help sustain a respectful workplace.
- Support and mentor work colleagues by sharing your skills, knowledge and strengths.
- Help implement our Reconciliation Action Plan and build an inclusive and culturally competent workforce.
- Maintain confidential client, staff and organisational information in line with requirements.
- Keep up to date with workplace communications, staff meeting records and the intranet.
- Contribute to planning, evaluation and continuous quality improvement activities.
- Participate in supervision, performance reviews and undertake approved training.
- Maintain attendance, payroll and leave records in accordance with procedures.

Delegation of Authority

As per Board approved Delegation of Authority Schedule and aligned position classification (noting content will updated from time to time).