

Position Description

Job Title:	Counsellor – Wattle Place	
Job Purpose:	<p>Provide counselling, casework, psychological support to Forgotten Australians, Former Child Migrants and people accessing the National Redress Scheme.</p> <p>The position works as part of a multi-disciplinary team, contributes to program and service development, and supports the centre including promoting services to clients and stakeholders.</p>	
Department:	Operations	
Position Type	Contract	Date of Issue: July 2020
Location	Wattle Place	
Direct Reports	N/A	
Liaises with	<p>Internally: all employees</p> <p>Externally: other similar services, referral sources, key external stakeholders and clients.</p>	
Supervisor	Casework Practice Specialist / Team Leader	
Manager/ Team Leader	Manager, Wattle Place / Team Leader, Wattle Place	

1. Core Responsibilities	Tasks	Weighting %
<p>1.1 Client Focus We ensure that our clients will receive judgement free and tailored services that are evidence informed, align with trauma informed care principles, responsive, effective and outcome focussed</p>	<ul style="list-style-type: none"> ● Provision of quality trauma-informed counselling and therapeutic casework services for psychological well being for people who have experienced complex childhood trauma. ● Conduct sessions using multiple mediums including face to face, telephone, skype and others in accordance with organisation policy and procedure. ● Utilise structured counselling modalities to facilitate change. ● Apply person-centred, trauma-informed, and strengths-based approach to working with clients. ● Maintains service to clients from referral to closure according to the case plan, including all clinical and administrative tasks. <ul style="list-style-type: none"> ○ Assess and refer clients to relevant services according to client identified need. ○ Actively support clients with therapeutic file reading and family tracing. ○ Provide support for first time family reunion. 	60

	<ul style="list-style-type: none"> ○ manage brokerage requests from preparation to completion and data entry ● Provide support for clients in regional / rural areas as required. ● Prepare applications for National Redress Scheme, Victim Impact statements, respond to subpoena and request for information in accordance with RANSW policy. ● Participate in the facilitation of client and community events ● Maintain accurate client records, eg file notes updated daily, and data entry according to RANSW policy. ● Ensure confidentiality of all client information in accordance with RANSW policy and adhere to legislated Privacy principles. 	
1.2 People We are skilled, engaged, innovative and client focussed in delivering high quality services	<ul style="list-style-type: none"> ● Work cooperatively and contribute to the overall functioning of the team. ● Contribute and attend to continuous improvement of the quality of services provided to clients. ● Participate in regular clinical supervision and professional development opportunities. ● Maintain a professional standard of behaviour ● Ensure compliance with the full range of organisational Code of Conduct and Policy and Procedures 	30
1.3 Sustainability We ensure our organisation's long term sustainability	<ul style="list-style-type: none"> ● Ensure compliance with Workplace Health and Safety requirements in line with RANSW Workplace Health and Safety policy and other policy and procedures ● Notify and escalate incidents (including complaints) in a timely manner. 	10

2. Role Competencies

Counselling Skills	<p>Ability to practice with empathy, acumen and understanding in order to engage clients and to make sound decisions about the extent and timeliness of the required client support. Demonstrated counselling and casework skills with clients who have been impacted by childhood trauma.</p> <p>Ability to establish rapport, respect and trust with clients.</p>
Client orientation	<p>Attention to person centred assessment and strengths and needs identification; respond to the client need in a manner that increases well-being and generates satisfaction; actively listen and follow through on commitments to clients.</p>
Trauma Informed Care	<p>Demonstrated understanding of trauma-informed care principles and ability to practice in accordance with TICP</p>

Professional practice and development	Demonstrated maturity and professionalism. Ability to engage in reflective practice through clinical supervision and a commitment to continual professional development.
Interpersonal and Communication Skills	Demonstrated initiative and adaptability to changing situations. Ability to work effectively. High level of oral and written communication skills.
Team work	Ability to work as part of a team as well as independently. Collaboration and cooperation in working toward shared organisational goals for service delivery and contribute to a positive team culture.
Crisis management	Ability to think and act appropriately in a crisis and to manage self and others in situations where emotions and conflict are apparent. Can manage their own emotions and assist others to remain calm.
Accountability	Takes ownership of work and identified areas of improvement, transparent in practices, corrects mistakes when identified.

3. Prerequisites

3.1 Mandatory

Qualifications	<ul style="list-style-type: none"> • Formal graduate qualifications in Social Work, Psychology or other relevant disciplines. • Be registered or eligible for membership of <ul style="list-style-type: none"> ○ Psychotherapy and Counselling Federation Australia as a clinical member or ○ Australian Counselling Association (Level 3 or 4) or ○ Australian Association of Social Workers
Experience	<ul style="list-style-type: none"> • Minimum 3 years post graduate experience in providing psychological support for people who have experienced trauma.
Knowledge	<ul style="list-style-type: none"> • Understanding of the history of institutional and Out-of-Home Care in Australia, the issues/ barriers faced by Forgotten Australians and Former Child Migrants and the long term impact of Out-of-Home Care on childhood development. • Understanding of the long term impact of the 'care' experience for the person and the issues/ barriers faced in adulthood. • Understanding of trauma informed care principles.
Technical	<ul style="list-style-type: none"> • Ability to provide quality counselling and casework interventions that are person centred and individually tailored. • Highly developed therapeutic skill base for assessment, engagement, case planning and working with people who have experienced loss, abuse and trauma.
Team work	<ul style="list-style-type: none"> • Experience and ability to work as a collegial member of a team, sharing information proactively.
Other	<ul style="list-style-type: none"> • Demonstrated ability using a client management database • Excellent verbal and written communication, interpersonal, and relationship building skills – builds connection and empathy quickly

3.2 Desirable

Qualifications	<ul style="list-style-type: none"> • Post Graduate qualifications in counselling, trauma or other relevant disciplines.
Experience	<ul style="list-style-type: none"> • Experience with working with Aboriginal and Torres Strait Island people and ability to ensure cultural safety

	<ul style="list-style-type: none"> • Experience with working with people with disability and ability to ensure cultural safety. • Experience with working with people from culturally and linguistically diverse backgrounds and ability to ensure cultural safety • Experience with working with LGBTIQ+ related issues and ability to ensure cultural safety
Knowledge	<ul style="list-style-type: none"> • Knowledge of Forgotten Australians support needs and referral pathways
Technical	<ul style="list-style-type: none"> • Ability to use office technology
Team work	<ul style="list-style-type: none"> • Experience in working in a large organisation and contributing to organisation strategic targets.
Other	<ul style="list-style-type: none"> • Ability to travel throughout New South Wales and work flexible hours

4.0 Authority	
Expenditure	Nil
Brokerage	Nil

5.0 Agreed	
Authorised and Dated by General Manager / EGM:	Authorised and dated by Human Resources:
Signed and dated by Employee:	