

## **Position Description**

### **Job Title**

Senior Practitioner Domestic and Family Violence Counsellor

### **Our Vision**

Making a difference – bringing domestic and family violence to an end.

### **Aim of the Service**

Cairns Regional Domestic Violence Service Inc (CRDVS) aims to use its specialist knowledge and skills to prevent domestic and family violence in the community and to empower those affected by it by providing counselling, support, advocacy and education and professional training to all stakeholders. We will at all times strive to uphold high levels of professionalism and accountability.

### **Position Objective**

The primary responsibility of this position is to provide day to day supervision and support to direct client service workers ("the counselling team") based in our Cairns office; and assist with developing and maintaining client programmes of the CRDVS as part of the CRDVS Senior Management Team.

A secondary responsibility is to provide quality counselling and associated services to adults who have experienced domestic and family violence in order to reduce the impact and trauma they are experiencing.

A third responsibility of this position is the provision of community education, professional training and interagency co-operation to work towards a concerted approach for the elimination of domestic and family violence within the region.

### **Hours of Work**

38 hours per week.

### **Salary & Conditions**

In accordance with the *Social, Community, Home Care and Disability Services Industry Award 2010* Worker Level 6.

All employees are required to comply with the policies and procedures established by the service.

The service strives to provide safe working conditions for its employees and thus implements a strict non smoking policy on its premises and in its cars.

## **Organisational Relationships**

The Senior Practitioner DFV Counselling works under the general direction and supervision of the Programs Manager and CEO and within the guidelines and policies set by the CRDVS Board.

### **Responsibilities – Direct Service Provision: Adult Counselling**

- Develop and provide appropriate, specialised face to face counselling, group work and crisis support for adults who have experienced domestic and family violence, exercising professional judgement whilst working within the guidelines of relevant legislation and organisational policies.
- Work flexibly with a variety of modalities, including Trauma Informed Practice, appropriate to counselling people who have experienced domestic and family violence as their individual needs and learning styles dictate.
- Advocate for clients and develop and maintain links and networks with other organisations to provide effective services and improve coordination of appropriate responses to domestic and family violence.
- Work with the CRDVS High Risk Team Coordinator to ensure appropriate referrals and actions for clients of the CRDVS referred to, or from, the Cairns High Risk Team.
- Develop and maintain client resources for use in the service.
- Provide phone and face to face crisis support, advocacy, information, and referral to people experiencing domestic and family violence, as part of the Cairns counselling team.
- Actively participate in supervision (internally and externally) and professional development and training.
- Prepare and maintain appropriate, accurate and confidential records of client work, including case management plans, reports and assessments as appropriate and statistical data as required by the CEO and CRDVS Board to satisfy the requirements of the CRDVS Service Agreement.

### **Responsibilities – Office and Team Supervision**

- Provide an effective crisis intervention and medium to long term counselling service to victims of domestic and family violence, by supervising the Cairns counselling team.
- Coordinate the services provided by the Cairns counselling team i.e. Phone/Intake and reception rosters, Redbourne referrals, group work, crisis appointments and on-going appointments.
- Provide regular clinical supervision and debriefing to the Cairns counselling team.
- Demonstrate knowledge and skills in a variety of modalities appropriate to counselling people as their individual needs and learning styles dictate.
- Audit individual counselling and group work for women and their children to ensure its relevancy.
- Ensure the maintenance of appropriate, accurate and confidential records of client work, including risk assessments and case management plans, in line with privacy legislation.
- Maintain clear communication across the team.
- Participate in regular and ongoing consultation with the CEO and Programs Manager to discuss issues that may impact on work performance.
- Work with the CEO and Programs Manager to develop and maintain a safe and supportive working environment for all CRDVS staff.
- Participate in support systems within the organisation including staff meetings, team supervision, staff appraisals, and informal contact.

- Provide and receive peer support as a part of the staff team.
- Monitor the expenditure of client support, Emergency Relief vouchers, Brokerage funds and other client-related costs for the Cairns office.

### **Responsibilities – Community, Networking, Awareness and Education**

- Assist in enhancing greater community awareness of domestic and family violence and the effects it has on women and children by participation in community education as required by the CEO or CRDVS Board.
- Exercise initiative to maintain and further develop links, cooperation and networks with other organisations and government departments to provide effective services and improve coordination of service responses.
- Develop and maintain professional and client resources for use in the organisation.
- Participate in the development, and be actively involved in, events for Domestic and Family Violence Prevention Month.

### **Responsibilities – Organisational Development**

- Participate in the formulation and implementation of the service plan as part of the Senior Management Team.
- Actively participate in supervision (internally and externally) and professional development and training.
- Maintain knowledge of current and emerging trends and practices concerning domestic and family violence and the delivery of domestic and family violence services and programs to inform appropriate service delivery to meet identified organisational and community needs.
- Participate in the monitoring of legislative and policy developments in regard to domestic and family violence.
- Ensure cultural appropriateness of services for clients.
- Deputise for the Programs Manager where requested, including representing the service at external forums.

### **Responsibilities – Administration**

- Participate in the review, evaluation and policy development of the organisation in conjunction with other staff.
- Comply with all CRDVS policies and procedures including the Code of Conduct which sets out expectations relating to behaviour and communication.
- Contribute significantly to the Annual General Meeting and the publication of the AGM Report.
- Undertake administrative tasks relevant to the position, including collection and timely reporting of CRDVS statistical data to the CEO of CRDVS and other data required for research and needs analysis purposes.
- Undertake other duties as directed by the CEO or CRDVS Board.

### **Qualifications**

[Essential]      Tertiary qualifications in the behavioural or social sciences, and substantial experience working in the specialist domestic and family violence or sexual assault fields.

[Desirable]      A minimum of two years staff supervision experience.

[Desirable]      Class C driving licence.

### **Key Selection Criteria**

- KSC1 Demonstrated experience and a high level of skills in counselling interventions and support to adults, children and young people.
- KSC2 Demonstrated in-depth knowledge and an ability to articulate a number of theoretical frameworks from different counselling models including Trauma Informed Practice, underpinning your approach to clients affected by domestic and family violence.
- KSC3 Demonstrated high level of interpersonal skills with a proven ability to work cooperatively within a team environment to attain organisational and client goals, together with high level written and spoken communication in order to liaise with government and non-government agencies to advocate on behalf of clients.
- KSC4 Demonstrated ability to provide supervision and participate in a staff team in a collaborative and supportive manner, and the capacity to work both independently and as part of a team.
- KSC5 In-depth knowledge, gendered analysis and understanding of domestic and family violence and its effects on women, children and adolescents, including knowledge of cultural differences and needs, and other issues affecting child welfare, such as child abuse.
- KSC6 Demonstrated computer literacy skills, including Microsoft Office applications.
- KSC7 Demonstrated knowledge of legislation impacting on situations of domestic and family violence including family law.

### **Additional Information**

This position is based in our Cairns office but there may be a requirement to provide relief work in our Mossman, Atherton and Mareeba offices.

Applicants for this position will be required to disclose any relevant criminal history (including convictions that are not recorded) and charges at the time of the interview.

It is a requirement of this service that all successful applicants also have or obtain a 'Working with Children Card' (also known as a 'Blue Card') and undergo a formal Police criminal history check.

It should be noted that Position Descriptions are under constant review and may be changed by the Chief Executive Officer, after consultation, at any time.

### **For Further Information**

Please contact Amanda Lee-Ross on 0455 503 744 for any further information.

I confirm that I have read the above position description and have been given a copy for my records.

..... Date .....

April 2019