
POSITION DESCRIPTION

TITLE: **Child & Family Counsellor, Liverpool Centre
(permanent full-time)**

REPORTS TO: Principal Child & Family Counsellor
Delegation of Duties & Authorities in your absence:
Principal Child & Family Counsellor

BAND: Salary Band 4 to 6, TSC Clinical Team

DOCUMENT EFFECTIVE DATE: 31-7-2015

Key Internal Relationships: Child and Family Counselling Team
Clinical Program Staff
Operations and Fundraising Staff

Key External Relationships: Families and Children
External Agencies

CONTEXT:

The Shepherd Centre is a world-leading charity providing services to children who are deaf or have a hearing loss, to enable them to develop spoken language and go on to achieve their potential in life. Children completing our early intervention program typically have the same listening and spoken language as other children their age and more than 90% go on to enter mainstream school. Our aim is to be the best in the world in terms of the standard of our clinical programs; the outcomes being achieved by the children; the efficiency of our operations; and our ability to connect people with our cause

The services and the research structure of The Shepherd Centre will be growing rapidly to meet the needs of the many children who currently aren't enrolled in an appropriate program. Our aim is to support these children to achieve the same outstanding results as our current children, through extended and new services.

ROLE:

The Child & Family Counsellor (CFC) is part of an interdisciplinary clinical team of Listening and Spoken Language Specialists, Paediatric Audiologists and the Research and Assessments team that work together to help children with hearing loss to achieve spoken language, social inclusion and their full potential in life. The aim of the clinical team is to empower families to achieve the goals they set for themselves and their child/ren.

The CFC is responsible for the direct provision and development of the Child and Family Counselling Service at the Liverpool Centre. The CFC also provides cover to the Child and Family Counselling Service in other centres as required, based on changing service capacity and demands. The CFC will work in a shared office environment with other members of the clinical team.

All Child & Family Counselling activities are focused around two core understandings. The team addresses these two areas with either direct clinical service to families, or by providing consultation to other disciplines within the interdisciplinary team:

- 1. The value of strengthening TSC as a 'Family Centred Service', to acknowledge parents as the experts on their child, empower and engage them in collaborative 'partnerships', leading to better outcomes***
- 2. The need to support the parent/child relationship. This relationship is the vehicle through which the team works with the family to build Listening and Spoken Language skills via our parental coaching model. Successful attachment & relationships are key in achieving optimal outcomes for each child and family.***

The Child & Family Counsellor is responsible for promoting and facilitating close interdisciplinary teamwork with other team members including Listening and Spoken Language Therapists, Paediatric Audiologists, Clinical Administration and Research & Assessments Teams. They will develop key relationships with external agencies within the hearing, disability and Early Intervention sectors.

The focus of the Child and Family Counselling Service is to support families in the early stages of diagnosis of hearing loss and during their early intervention years. The Child and Family Counsellor will provide support and therapeutic interventions to families in a range of areas, including: individual/family counselling; group work; grief and loss counselling; supporting families in making decisions related to their child's hearing devices; enhancing family resilience and parent advocacy; reflective parenting and supporting the early attachment relationship between child and parent/carer; mental health support; preparation for school; providing information and referral to a range of support services.

DIRECT REPORTS:

- There are no direct reports related to this position.

SPECIFIC RESPONSIBILITIES:

- Provide direct support to families as required throughout their time at The Shepherd Centre through individual, family or group counselling as referred from team members or directly from families
- Contribute to and participate in Individual Family Service Plan meetings as part of the interdisciplinary team, and establish social/emotional & self-help goals with all families. This will include attendance at both IFSP's with clear CFC need, and also those that may seem not to expressly need this

- Support families in making decisions regarding hearing devices and through the Cochlear Implant Evaluation process in accordance with our philosophy of service. To also support children, young people and their families as part of the 'First Sounds' Cochlear Implant Program
- Provide consultation and support to other members of the Interdisciplinary Clinical Team regarding the social/emotion wellbeing of families on our program, as well as, providing recommendations for on how to the best support families in therapy sessions. This includes participating in joint family sessions with other members of the Clinical Team as required and provision of practical tips, suggestions and ideas.
- Regular communication and feedback regarding progress & outcomes of individual and group sessions as needed and relevant for the child and family's therapy and Audiology Services.
- Participate in the 'Kidscape' supported playgroup program, providing informal counselling to families
- Plan and facilitate the weekly Parent and Carer Group at the Liverpool Centre and other centres as required. This includes providing parent sessions as part of the 'Hear We Go' – School Readiness Program.
- To co-facilitate groups with other members of the Clinical Team as required, e.g. Sing and Grow, Listen and Learn, Confident Kids.
- Co-ordinate the Talk Together Program for new families across The Shepherd Centre in collaboration with the Clinical Administrative and Clinical Teams. This includes facilitating Initial Family Meetings and acting as the case manager for families during the 'Talk Together' Program at the Liverpool Centre and other Centres as required
- Assist the Principal Listening and Spoken Language Specialist/Principal Child and Family Counsellor / Child and Family Counselling Team/Groups Coordinator in developing the Talk Together Parent Education Program, group coordination and evaluation
- Oversee the exit process for families leaving The Shepherd Centre programs, e.g. completing exit interviews with families, providing family support and case management around the exit as required, relevant documentation on CDIS and liaison with the Clinical Team as required.
- Provide a Child and Family Counselling team 'contact point' for families and staff at the Liverpool Centre
- Providing counselling for rural families, via teleconferencing, as required
- Develop parenting resources as required
- Cover Child & Family Counselling referrals from other centres when necessary
- Make referrals to external agencies for the child/family as required
- Work collaboratively with the CFC Team by attending team meetings, participating in CFC related activities and ensuring best practice within the TSC Framework.
- Assist families and the Operations team with Better Start Funding registration & TSC Early Intervention Membership administration & abatement applications

- Adhere to child protection policy and procedures according to The Shepherd Centre's Child Protection Policy, *Children and Young Persons (Care and Protection) Act 1998*, *Keep Them Safe* and *NSW Interagency Guidelines for Child Protection Intervention 2006*
- Maintain family and organisation records in line with The Shepherd Centre policies and procedures.
- Focus on achieving Key Performance Success measures, as identified for The Shepherd Centre as an organisation and the Child & Family Counselling team
- Develop and maintain relationships with the hearing sector and other stakeholders in the local area and maintain local community resources file and referral information
- Representing The Shepherd Centre at a number of external or internal events/meetings/visits/functions or the like as directed by your manager which may be off site and typical working hours
- Participate in The Shepherd Centre Rural and Remote/Residential Workshops, providing parent education, individual family and group counselling as required
- Participate in Quarterly Performance Reviews; clinical supervision and in-house Professional Development.
- To support The Shepherd Centre in their education of students on work experience or student placements.
- To assist The Shepherd Centre Clinical Team in conducting research within the organisation.

KEY PERFORMANCE OUTCOMES:

- To achieve all roles and responsibilities as per the outline of responsibilities in the job description.
- To case manage families on the Talk Together program and to ensure all documentation required for families entering TSC programs is complete.
- To manage the CFC caseload at the Liverpool Centre.
- As per The Shepherd Centre's annual Key Success Measures and Operating Plan.

DECISION AUTHORITIES:

- Decisions in your area of professional responsibility: full authority and responsibility for the decisions in your area of responsibility (unless specifically directed otherwise) of the provision of child and family counselling services to families accessing the Liverpool centre and as directed by the Principal of Child and Family Counselling. .
- Decisions in specific projects: as per their assigned project team role (Policy GOV15 Conduct of Operations)
- Financial decisions: as per Policy GOV04 Delegations of Authority
- Employment decisions: as per Policy GOV04 Delegations of Authority; and Policy PPL08 Recruitment, Selection and Induction

CORE RESPONSIBILITIES, EXPERTISE & BEHAVIOUR:

- Active support for The Shepherd Centre's Vision and Mission
- Behave in accordance with The Shepherd Centre's Values, our Code of Ethics and Conduct policy, and our Staff Charter
- Actively contribute to The Shepherd Centre's success in achieving our Ongoing Operational Goals:
 1. Being an employer of choice for people passionate about achieving our mission
 2. Having a work culture that supports passion, respect, responsibility and effectiveness
 3. Increasing net income to allow us to assist more children on a financially sustainable basis
 4. Continuous improvement in efficiency, excellence and service impact
 5. Compliance with our regulatory and funding requirements
- Actively support the success of other staff and teams within The Shepherd Centre, with proactive support of:
 1. Clinical Programs, with a conscious focus on ensuring that all interactions with families support our Family Charter commitments, in particular in how we treat and interact with families;
 2. Fundraising and Communications, with positive participation in fundraising activities when requested; and
 3. Operations, by ensuring timely update of systems and recordkeeping, as relevant to the work undertaken.
- Act in accordance with all applicable The Shepherd Centre Policies
- Understand The Shepherd Centre's core outcomes and activities; our funding situation; and our role within the sector supporting children with hearing loss
- Have the core business skills of: proactive communication; responsiveness; basic computer literacy; commitment to ongoing business improvement; and commitment to ongoing skills improvement

AREAS OF COMPETANCIES AND KNOWLEDGE:

Essential criteria:

- Minimum of two years' work experience in providing counselling and casework services to women children and families
- Well-developed counselling skills with families and young children
- Knowledge of early childhood development, family mental health issues and child protection policy/practice
- Experience working in Interdisciplinary teams and well developed teamwork skills
- Group work skills & experience in development, implementation and facilitation

- Good verbal and written communications skills
- Good computer skills
- Australian Citizenship or visa to work in Australia

Highly desirable criteria:

- Experience in Early Intervention service provision
- Knowledge or experience in family centred practice
- Experience supporting families with parenting and child behaviour management strategies
- Knowledge of hearing loss in children and hearing services
- Valid current driver's license

POTENTIAL ROLE PROGRESSION:

- Next role assuming typical career progression: Senior Child and Family Counsellor
- Potential subsequent role: Manager or Principal Child and Family Counsellor

ESSENTIAL QUALIFICATIONS, CERTIFICATES AND LICENSES:

- Tertiary qualification in Social Work, Psychology or equivalent tertiary qualification.
- Eligibility for registration with Australian Association of Social Workers or the Australian Psychological Society or equivalent professional organisation.
- Working with Children Check
- Legal right to work in Australia

OTHER QUALIFICATIONS, CERTIFICATES AND LICENSES:

- To complete child protection training and first aid training updates as required

WORKPLACE SAFETY:

- Any specific WHS responsibilities associated with the position;
- Take proactive measures to promote health and safety at the workplace & take precautions to minimise the risk of work-related injury and harm
- Adhere to TSC's policy and procedures.
- Notify of any hazards and incidences to whs@shepherdcentre.org.au

Name of position incumbent: _____

Signature: _____

Date: _____

Initials: _____