

POSITION DESCRIPTION

POSITION	FAMILY RELATIONSHIP COUNSELLOR
SERVICE	FAMILY SERVICES

DIMENSIONS

LOCATION	WITHIN THE CATHOLIC DIOCESE OF WOLLONGONG (MAP)
DIRECTLY ACCOUNTABLE TO	COUNSELLING COORDINATOR
DIRECT REPORTS	Nil
REQUIRED PRE-EMPLOYMENT CHECKS	NATIONAL CRIMINAL HISTORY RECORD CHECK, WORKING WITH CHILDREN CHECK

MISSION, VALUES & VISION

We seek to bring joy to those we serve by enabling growth, healing, and hope. Our employees ascribe to the shared values of Dignity, Integrity, Compassion and Equity to fulfil our vision of living together in thriving communities where the human dignity of all is respected and valued.

Our employment practices require all employees and volunteers to embrace and inspire others to promote the mission, vision and shared values of CatholicCare in the Diocese of Wollongong.

STRATEGIC PLAN

We respond to the needs of those we serve and our changing environment by organising our efforts around priorities detailed in our Strategic Plan.

PROGRAM AIM

The Department of Social Services (DSS) fund The Families & Communities Program (FCP) to strengthen relationships and improve the quality of life for individuals, families, children and couples experiencing a range of relationship issues. The service provides individual, couple and family counselling.

The aim of our counselling program is to strengthen vulnerable communities by supporting and building capacity in families, children, and individuals, particularly during times of change. Through our services we strive to minimise intergenerational trauma.

POSITION PURPOSE

To support and provide therapeutic intervention to the families and individuals experiencing relationship stress in the areas in which we work. Families and individuals are provided with evidence-based interventions that are tailored to their need, often with a focus on parenting knowledge and skills, relationship and communication skills, increasing family wellbeing and reducing conflict.

POSITION REQUIREMENT

The role requires a counsellor with strong therapeutic skills (including trauma informed therapeutic approach), experience in engaging with diverse clients and working within a team. The position requires the counsellor to have experience and knowledge of the Family Law Act, post-separation counselling and court ordered counselling. The counsellor will have an understanding and experience with using feedback informed treatment (FIT). At times counsellors may provide therapeutic group work.

KEY ROLES AND RESPONSIBILITIES

GENERAL

- Commitment to and a willingness and ability to promote and apply the mission and values of CatholicCare, our strategic plan, policies and procedures and funding bodies' contractual obligations.
- Adherence to agency policies and procedures including client confidentiality protocols.
- Practice and promote an organisational culture that supports excellence in service delivery to people accessing CatholicCare's services.
- Apply work practices and behaviours that comply with CatholicCare's Code of Conduct, Framework for Practice and Policies and Procedures.
- Carry out responsibilities under the Work, Health & Safety Act 2011. Be responsible for the health and safety of yourself and others in the workplace. Report any incidents or workplace hazards in accordance with CatholicCare's incident reporting system.
- Actively promote CatholicCare as a service provider and employer of choice.
- Meet Key Performance Indicators (KPI's) as set by CatholicCare.
- Provide stewardship over allocation of CatholicCare resources effectively, economically, and efficiently.
- Undertake other duties and responsibilities as requested by CatholicCare from time to time.
- Ensure that all performance, compliance and contractual requirements to provide quality practices that support the safety and well-being of children and young people is maintained

PROGRAM SPECIFIC

- Deliver therapeutic counselling to individuals, couples and families.
- Deliver therapeutic group work programs.
- Make appropriate referrals to other welfare and health services.
- Provide relevant crisis intervention and referral as appropriate.
- Be eligible to be approved to deliver EAP services as per CatholicCare's existing contract requirements.
- Record case notes, input data, complete timesheets, attend meetings and perform other specified staff obligations in accordance with agency policy and procedures and program needs.
- Attend individual and team clinical supervision.
- Participate in professional guidance with your line coordinator.
- Maintain professional standards and ongoing professional development to ensure best practice is maintained.
- Co-operate, as required, with other staff of the agency in the development, review and delivery of educational or preventative programs aimed at improving relationships.
- Network and liaise with other community organisations and be willing to attend interagency meetings.
- Support and attend CatholicCare committees and/or working parties as required.
- Be willing to support CatholicCare's participation in community events and expos.
- To use resources effectively, economically and efficiently.

SELECTION CRITERIA

Essential skills, knowledge and experience:

Experience

- Significant counselling experience (minimum of five years) working with different client groups, with the capacity to be approved to provide Employee Assistance Program Support

Knowledge

- Degree in Psychology or Social Work/Social Science and/or Post Graduate training/Diploma in Counselling.
- Membership of the Australian Psychological Society, AHPRA, the Australian Association of Social Workers or Clinical Membership of a PACFA-registered professional body
- Sound knowledge of child protection legislation and principles including an understanding of 'Keeping Them Safe' legislation
- Understanding of a range of therapeutic interventions for individuals, families and couples and the ability to competently articulate and utilise them in clinical work

Skills

- Commitment to and a willingness and ability to promote and apply the mission & values of CatholicCare
- Demonstrated ability to reflect on feedback from others, use it as an opportunity to learn and take appropriate action
- Able to assess domestic and family violence risk using the DVSAT; provide basic information and appropriate referral for safety planning
- Excellent verbal and written communication skills
- Training and skills in delivering therapeutic group work programs
- Sound IT skills and a good understanding of the Microsoft Office suite
- Ability to work collaboratively in a team environment
- Ability and willingness to work flexible hours including some evenings
- Sensitivity to the needs of people from diverse cultural and socio-economic backgrounds
- Unencumbered Australian driver license and access to a reliable vehicle

Experience

- Demonstrated success in leading staff in effective service delivery in the community services sector
- Significant experience as a counsellor and clinical supervisor

Desirable

- Understanding and experience using feedback informed treatment (FIT)
- Understanding of outcome-related performance frameworks/client outcome measurements.
- Sound knowledge of the community services sector in the Illawarra, Macarthur, Shoalhaven and Southern Highlands regions and the capacity to creatively and effectively market and promote CatholicCare and its services in the community
- Training and skills in the provision of Clinical Supervision

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ATTACHMENTS

Nil

Date of Last Review: 8 October 2021

