COUPLE & FAMILY COUNSELLOR

JOB DESCRIPTION

Position Description:	Provides quality couple and family therapy clinical work to clients (individual, couples, families – which may include children and groups) across a broad spectrum of issues. This position promotes services to clients and external customers of the organisation, works as part of a team and contributes to program/service development.
Reports to:	Regional Manager via the Team Leader in the Counselling program.
Position Type	Permanent Full Time / Part Time
Position Liaises with:	Other Relationships Australia (NSW) Managers and Team Leaders, external referral agencies and stakeholders
Location:	RA NSW regions and/or centres

Core Responsibilities

- Works across all client types (individual, couples, families – may include direct work with children and groups) including complex intakes / assessments

- Provide counselling – managing increasingly complex cases

- Participate in related clinical activities

- Participate in regular case consultation/supervision

- Ensuring compliance with Workplace Health and Safety in line with the organisation's WH+S Policy and procedures.

Key Tasks

- Providing face to face and indirect contact with clients to provide counselling services

- Maintain case notes, client and administrative records

- Familiarity with and adherence to organisational policies and legislative requirements

- Attend and contribute to regular staff development activities and team meetings
- Contribute to other programs as necessary or required

- Assist in the development of regional programs as required

- Undertake additional administrative and clinical duties as required

Key Competencies
- **Clinical** – demonstrated skills in providing couple and family counselling, assessment of clients' situation, needs and goals and working with the clients, providing interventions to resolve presenting issues; ability to quickly establish rapport, respect and trust with clients; demonstrates a high level of professionalism; ability to self-care, understanding both the need for confidentiality and keeping Supervisor/Manager informed of concerns or critical issues.

- **Interpersonal and Communication Skills** – ability to promote the service in a range of forums and inspire confidence through the timely resolution of enquiries or work requests; be adaptable in difficult situations; demonstrate a high level of effective verbal and written skills in dealing with people at all levels including the skills to use information technology, Microsoft applications and data bases for communication, data collection and reporting and evaluation.

- **Knowledge** – excellent knowledge of key issues related to couple and family relationships; knowledge of theoretical frameworks for couple and family counselling; knowledge of legislation relevant to the service.

- **Teamwork –** works collaboratively with the region/centre team to accomplish organisational goals and reinforce the vision; respects the needs and contributions of others for quality service delivery and appreciates the operational pressures within the region/centre.

Qualifications/ Experience

Essential
- Degree qualified in Social Sciences or equivalent
- Post Graduate qualification and training in Relationship Counselling or equivalent with an understanding of the systemic approach.
- Minimum 100 hours of clinically supervised face to face counselling experience with couples and/or with families.
- Self management and ability to work within the organisation's ethical framework, policies and procedures
- Demonstrated ability to work effectively in team
- Efficient administrative skills including the use of information technology and data bases for communication, evaluation and data collection
- Capacity to provide quality customer focused care.

Desirable
- Previous experience in group work or training