

Adolescent & Family Counsellor Position Description

Directorate:	Vinnies Services
Reports to:	Team Leader Case Management
Direct reports:	
Location:	Bowral
Primary position objective:	This position is responsible for providing counselling, primarily of young people aged between 12 and 24 years of age. The primary role is to support and provide advocacy for young people who are homeless or at risk at homelessness and develop early intervention strategies to prevent placement outside the family structure, adhering strictly to child-safe and safeguarding policies, procedures and reporting requirements at all times

The St Vincent de Paul Society is an Equal Employment Opportunity Employer

Directorate overview

This position is in the Vinnies Services directorate. The Vinnies Services directorate provides a range of evidence-based services and programs that support men, women and children experiencing poverty or disadvantage to rebuild their lives. The teams within the directorate and their functions are:

Homelessness and Housing: this team is responsible for state-wide management of excellent homelessness and housing services.

Community Inclusion: this team is responsible for state-wide management of excellent community inclusion services, including disability services.

Local Area Coordination (LAC) program: this team is responsible for delivery of the LAC program in partnership with the National Disability Insurance Agency (NDIA).

Health: this team is responsible for state-wide management of excellent health services.

Clinical governance: this role is responsible for driving accountability for state-wide provision of high quality and safe services to the people we serve.

Service innovation and business development: this team is responsible for service innovation and business development.

Accountabilities and responsibilities

The Adolescent & Family Counsellor will:

- Provide an environment that encourages growth and learning to support clients effectively to facilitate change
- Operate best practice service delivery
- Comply with the Society's Safeguarding Children and Vulnerable People policies and procedures at all times and ensure a child-safe lens is applied when working with clients
- Comply with all legislative requirements and processes in relation to Mandatory Reporting, and provide guidance and leadership to colleagues on this
- Provide advice and referrals to appropriate external agencies and supports
- Provide assessment and case planning
- Provide client focused work
- Provide counselling to young people and/or their families as required

The role will fulfil these responsibilities through the following:

Client Support

- Build positive, effective working relationships with diverse young people and their families.
- Undertake comprehensive initial assessment and ongoing assessments of client needs.
- Provide high quality therapeutic interventions to young people in the context of their families, which may include;
 - counselling
 - family inclusive counselling or family therapy
 - educational and therapeutic group work.
- Work flexibly and creatively to support young peoples' positive adolescent development in the context of their families, including conducting outreach.
- Provide client-led, therapeutic case work and/or management for clients where appropriate; for example, advocacy with other services, skill building activities (e.g., budgeting), writing support letters and court reports, and practical assistance, such as transport to appointments.
- Use evidence-based and best-practice approaches to work with clients.
- Respond appropriately to risks of harm that present for young people and their families; including child protection and immediate mental health risks, as well as diffusion of strong negative emotions.
- Develop supported transition plans for clients leaving the service.
- Seek feedback from young people and families and monitor outcomes achieved with clients.
- Consult with other clinicians and supervisor to access clinical support where needed, including escalating issues to supervisor or manager.

Community Liaison

- Establish and maintain respectful, professional, and productive working relationships with internal and external stakeholders.
- Liaise with team members and external services to meet client needs and goals – including consultation, coordinating support, and referring.
- Advocate for clients and young people with other services and within youth networks and other forums.
- Participate in external meetings and working groups where appropriate.
- Develop good knowledge of local services for young people, to effectively meet their needs and build partnerships.

Service Support

- Actively support and promote a positive team environment, where all staff are valued and respected.
- Contribute to making the team and service effective through involvement in projects, contributing in team forums, and participating in policy and procedure development and review.
- Contribute to achieving St Vincent de Pauls purpose and vision, and uphold the values of the organisation.
- Collect and enter accurate, timely data to inform service planning and evaluation.
- Contribute to intake by responding to referrals and assessing their suitability for the service.
- Support team members develop their skills and knowledge and enhance their clinical practice through consultation, participation in professional learning activities, and participation in peer review.
- Maintain ongoing communication with your line manager, including providing feedback about your work, the service, and management.

Administrative and WHS duties

- Keep up-to-date, accurate records of the work done with and for clients, in line with agency policies and procedures.
- Complete a range of administration tasks to support case work and other service activities (e.g., petty cash spending processes, referral and intake data entry)
- Adhere to site policies and procedures – particularly legislative requirements such as WHS, privacy and confidentiality, and mandatory reporting

Professional Development

- Actively participate in regular clinical supervision for the purposes of case review, clinical support, and professional development.
- Engage with ongoing professional development activities to enhance competence and skills, including peer supervision, training, seminars and other forums, and annual appraisals.
- Develop a professional development plan through appraisals and supervision.
- Maintain up-to-date knowledge of service and sector changes, and counselling practice.
- Participate in mandatory learning and development programs offered through the Centre Critical Key Performance Indicators (KPIs)
- Appropriate risk assessment is undertaken with each client interaction, in relation to whether reportable disclosures
- Mandatory Reporting responsibilities are fulfilled when.
- Weekly status updates are provided to the Team Leader on clients and disclosures
- Strong relationships with referral agencies are established and embedded

Key working relationships

In addition to the Bowral Case Work Team, the Adolescent and Family Counsellor will work closely with:

- Bowral Youth Refuge residents and staff
- Local Schools
- Local organisations including those from Government and NGO sectors

Essential criteria

Critical capabilities

There are nine capabilities expected of all people in all roles at all levels across the Society. The level of capability required for this role is outlined below:

- **People we Serve Centric:** (Level 1) Deliver or support the delivery of high quality services that promote a hand up for the people we serve
- **Values Based Leadership:** (Level 1) Develop an understanding and respect for and be aligned to the Society's mission, vision, values and lay Catholic heritage.
- **Impact Focus:** (Level 1) Contribute to the delivery of positive impact through informed decision making and efficient and effective use of resources
- **Collaboration:** (Level 1) Work collaboratively with others to solve challenges, foster the Society's mission and implement the Strategic Plan.
- **Change Leadership:** (Level 1) Support the implementation of change.
- **Team Performance:** (Level 1) Develop own performance and contribute to team performance.
- **Digital Engagement:** (Level 1) Effectively participate in virtual, dispersed teams using digital tools.
- **Innovation and Improvement:** (Level 1) Contribute to generating new ideas that will improve services and ways of working.
- **Financial Acumen:** (Level 1) Use the Society's resources responsibly.

Role-specific criteria

- Tertiary qualifications in counselling, psychology or relevant discipline with equivalent qualification or experience in counselling
- Highly developed communication, interpersonal and negotiation skills, and the ability to communicate sensitively and effectively with all people
- Ability to apply a client-centred approach to service provision.
- Demonstrated ability to work with limited supervision, manage a variety of tasks and display personal drive and integrity
- Flexibility, team work skills, and creative problem solving
- IT competency, including the use of Microsoft Office programs
- Willingness to work flexible hours and to travel to a range of locations in response to program needs
- Willingness to adhere to and support the Mission, Vision and Ethos of the St Vincent de Paul Society

Desirable criteria

- Current registration with the Australian Health Practitioner Regulation Agency (AHPRA) or eligible for membership of relevant professional association
- Experience in delivering evidence based therapeutic intervention and counselling
- Drivers Licence