

Position Description:	Counsellor
Service of:	Northern Rivers Women and Children's Services
Award:	SCHADS
Grade:	Level 5 pay point commensurate with experience
Other Entitlements:	Regular external professional supervision and salary sacrificing
Hours:	Part time 4 days per week (28 hours)
Responsible to:	General Manager's chosen delegate
Period of appraisal:	Performance will be assessed within 3 months of commencement and 3-month probationary qualifying period will also apply.

Our Vision

Women in the Northern Rivers community are strong, well, safe and empowered to thrive.

Our Values

1. Respect
2. Courage
3. Integrity
4. Kindness

Purpose of Position

Provide a quality short to medium term generalist therapeutic counselling service for women at the Lismore Women's Health & Resource Centre and Heartfelt House (HFH) service for adult survivors of childhood sexual abuse.

Using a trauma informed, strengths based and client centred model of care, facilitate the inclusion of women in their own health and wellbeing and inform, support and advocate for marginalised and disadvantaged women.

Mandatory Requirements

1. Current Working with Children's Check
2. Being vaccinated against COVID-19, as per the Public Health (COVID 19 Vaccination of Health Care Workers) Order 2021



Selection Criteria

Essential

1. A minimum four-year bachelor's degree in social work and/or psychology. Membership of a professional counselling association or eligibility to obtain membership desirable.
2. Demonstrated understanding of feminist perspectives within counselling frameworks and experience in providing therapeutic services to individual counselling clients in a culturally appropriate way.
3. Demonstrated knowledge and experience of using contemporary best practice to provide short to medium term, generalist, therapeutic counselling to women impacted by complex trauma. Minimum 2 years counselling experience, including face-to-face counselling and may also include telephone and/or online counselling.
4. Demonstrated understanding and experience of working with women impacted by domestic and family violence, and sexual assault with knowledge of family law and court, and/or child protection systems.
5. Ability to work in a multidisciplinary setting.
6. Excellent written and verbal communication skills, including the ability to document accurate client data and client file notes and provide written clinical reports.

Statement of Duties

Counselling

- Provide quality short to medium term generalist therapeutic counselling to women.
- Assess clients and provide intervention using an evidence informed, woman-centred model that takes a social view of health to address presenting and core issues.
- Provide appropriate referrals to external and internal services and resources.
- Provide advocacy for clients.
- Survey clients to evaluate counselling service and establish satisfaction levels.

Administration

- Maintain accurate and timely documentation of client health records and counselling notes.
- Provide letters of support in response to court matters as contracted with the client.
- Maintain accurate and current client statistical data.
- Contribute to quarterly and annual reports.
- Maintain a high standard in all record keeping and administrative tasks in accordance with policy and procedure.
- Participate in processes to improve service delivery and administration.

Team Responsibilities

- Attend team and planning meetings and participate in staff decision making and planning processes.
- Participate and contribute to organisational quality assurance processes.
- Participate in the coordination of activities in a multidisciplinary setting.
- Maintain current knowledge of relevant organisational and legal processes and requirements such as Child Protection, WH&S, confidentiality, privacy and NORWACS policies and procedures.
- Maintain communication and accountability systems with other staff.

Safety and Security

- Ensure that safety regulations and security protocols are maintained at all times
- Ensure confidentiality of the women's information and details and their privacy in accordance with professional standards and service policy.

Professional and Ethical Practice

- Maintain current knowledge of research, theoretical perspectives and counselling techniques.
- Supervise students to develop skills in counselling and group work for educational support group.

- Respond respectfully and professionally to the women, co-workers and staff of other organisations and agencies.
- Participate in external clinical supervision
- Reflect and monitor the issues of personal vicarious trauma, including the implementation of self-care strategies, reporting to the Manager for supervision.
- Contribute to the planning and review of procedures, policy and practices.
- Participate in performance appraisals annually or as determined by the Manager.
- Follow the Code of Ethics and the policy and procedures of the organisation.
- Update and increase knowledge of local services available, relevant legislative changes, research, theory and practices in the field. Sharing this at team meetings.
- Participate in training and other activities that promote ongoing professional development.
- Reflect on and assess personal performance based on the goals of the organisation and funding requirements.
- Always uphold the good name and reputation of the organisation.
- Contribute to continual improvement in a changing environment.

Employer Signature		Date	
Employee Signature		Date	
Last Reviewed			