

**Our Vision**

We envision a supportive community where people can experience the opportunity to reach their full potential.

**Centacare is a Child Safe Organisation**

POSITION INFORMATION	
<b>Employee Name</b>	
<b>Position Title</b>	Family Relationship Counsellor
<b>Responsible to</b>	Executive Manager, Mental Health, Counselling and Wellbeing Services through the Manager, Family Relationship Counselling
<b>Unit</b>	Mental Health, Counselling and Wellbeing Services
<b>Award</b>	SCHCADS Award 2010
<b>Classification</b>	Social and Community Services Employee, Level 5

KEY RESPONSIBILITIES
<p>The Family Relationship Counselling service is offered to children, individuals, couples and families who are facing difficulties in their relationships or alternatively, who wish to enrich their family relationships. The Family Law Counselling service provides support to children, parents and individuals who are separating or have separated with a focus on the best interests of the child.</p> <p>Centacare recognises the confidentiality and admissibility protections provided by the Family Law Act 1975 to communications between family counsellors and their clients. In particular, pursuant to our funding obligations with the Attorney-General's Department and in accordance with Section 10C(1)(b) of the Family Law Act 1975, all family counsellors employed by Centacare Catholic Family Services, which is an organisation designated by the Attorney-General's Department, are authorised to provide family counselling services".</p> <p>The Family Relationship Counsellor will have the following key responsibilities:</p> <ul style="list-style-type: none"> <li>• Work collaboratively with the Program Manager to ensure successful delivery of the service</li> <li>• Engage in a range of counselling and education modalities in order to work with individuals, children and families through strength based and empowerment approaches.</li> <li>• Apply thorough knowledge and understanding of child development and a clear child focused approach to all aspects of working with children and families</li> <li>• Apply knowledge of family dynamics and understanding of influence systems have on individuals and families</li> <li>• Apply knowledge of Domestic and Family Violence and the impact on children, women and families. Ability to work with both people who use violence and people who experience violence</li> <li>• Deliver groups as required</li> <li>• Be willing to travel to other locations as and when required using own vehicle</li> <li>• Provide referral pathways for individuals, children and families if needed</li> <li>• Liaise with other agencies to support children, individuals and families at risk</li> <li>• Enter data accurately and in a timely manner on the Penelope database system in accordance with Centacare policies and procedures</li> <li>• Develop strong relationships within Centacare and external service providers</li> <li>• Attend clinical supervision</li> <li>• Attend staff meetings as required</li> </ul>

- Make child abuse notifications and Family Safety Framework referrals as and when needed
- Utilise Centacare Portal and related applications for HR and leave purposes, to access organisation resources, engage with team communication and other tasks as required

## QUALIFICATIONS & CONDITIONS

<b>Essential</b>	<ul style="list-style-type: none"> <li>• Tertiary qualifications in Counselling <b>OR</b> tertiary qualifications in Social Work/ Psychology with substantial counselling experience</li> <li>• Ability to use Microsoft Office suite (e.g. Word, Excel) and other technology to fulfil requirements of the role</li> <li>• Excellent communication skills and ability to work independently and as part of a team</li> <li>• Valid Department of Human Services (DHS) Working with Children Check</li> <li>• Valid Driver's Licence</li> </ul>
<b>Desirable</b>	<ul style="list-style-type: none"> <li>• Counselling experience with couples</li> <li>• Counselling experience with children</li> <li>• Group work experience</li> <li>• Experience using Penelope electronic client management system</li> </ul>
<b>Special Conditions</b>	<ul style="list-style-type: none"> <li>• Some intra-state travel may be required.</li> </ul>

## KEY EXPECTATIONS

### ***Clinical Knowledge***

- Experience and training working with domestic and family violence in couples and individuals including the impact on children.
- Experience and training working with the impact of trauma in individuals and children.
- Utilising a systemic approach
- Utilising Postmodern approaches
- Utilising strength based and empowerment approaches
- Couples counselling
- Children's counselling

### ***Integrity and Quality***

- Uphold standards of behaviour in accordance with Centacare's Code of Conduct and any others according to the role.
- Positively promote the organisation both internally and externally demonstrating a strong understanding of Centacare.
- Awareness of legislation and internal and external policies as they relate to the role.
- Co-operate with all policies and procedures including those relating to work, health and safety at the workplace.
- Contribute to quality improvement programs and other organisational activities to meet Service/Accreditation Standards.
- Ensure that all documentation is accurate and completed in a professional and timely manner.
- Maintain confidentiality on all issues relating to the organisation and individuals.

### ***Customer Service***

- Operate with integrity and professionalism at all times when dealing with all individuals.
- Respect the uniqueness of individuals whilst being responsive to their needs.
- Ability to apply culturally sensitive practice across diverse cultural backgrounds.

***Commitment to Professional Development and Managing Change***

- Flexibility and initiative during periods of change.
- Commitment to continual professional and personal development.
- Attend all compulsory training sessions identified by the organisation and undertake other training and development as required.
- Work consistently and positively within a team to achieve positive outcomes.

***Teamwork and Communication***

- Work harmoniously with other team members to achieve service delivery excellence.
- Resolve any workplace conflict in a professional manner and in accordance with policy and procedure.
- Participate in regular and professional communication with the manager and with all relevant colleagues and managers.
- Effectively consult and collaborate with your team and management.
- Operate in accordance with Equal Opportunity principles.

***Work, Health and Safety (WHS)***

- Take reasonable care for your own health and safety.
- Take reasonable care that your acts or omissions do not adversely affect the health and safety of other persons.
- Actively participate in WHS activities, policies, practices and procedures.

**PERFORMANCE MONITORING**

Performance monitoring and review of this position description is managed in accordance with the Probationary Review Procedure, Annual Professional Review Policy and Procedure and Supervision Policy. The process is implemented through a performance framework that includes:

- Day to day management, communication and continuous feedback from Line Manager
- Annual Professional Review
- Regular supervision sessions scheduled between the employee and Line Manager or Supervisor
- Probationary review during the first 6 months of employment (does not apply to casual staff)