



POSITION DESCRIPTION

SPECIALIST FAMILY AND DOMESTIC VIOLENCE COUNSELLOR (SHIFT WORK)

LOCATION: Subiaco, Perth

STATUS: Temporary Part-Time to 30 June 2022 (Day/Evening Shifts)

REPORTS TO: Senior Practitioner

DIRECT REPORTS: Nil

CLASSIFICATION: Social Community Services Award – Level 5

PURPOSE OF THE POSITION: The Specialist Family and Domestic Violence Counsellor provides telephone and online counselling, support and case management to anyone impacted by domestic and family violence living in regional, rural and remote WA. The position will be working within an established framework based on the current best practice principles of delivering trauma-informed services within a virtual environment. This role requires the highest levels of professionalism, ethical behaviour and empathy. The Counsellor will provide needs and risk assessment, intake and safety planning; single and multi-session counselling as well as case management all via telephone and webchat. The role is a shift work role, which requires undertaking shifts across day/evenings and weekends.

OUR PURPOSE

To provide access to counselling and support services for anyone impacted by family and domestic violence in regional, rural and remote Australia.

OUR ASPIRATION

To stand beside and empower those impacted by family and domestic violence.

OUR STRATEGIC OBJECTIVES

To deliver Quality Services: Our client-focused, independent services are innovative and reflect leading family and domestic violence practice;

To be a Knowledge Source: We will gather evidence of the needs of people in regional, rural and remote Australia to influence change;

Brand Recognition: We will ensure that regional, rural and remote Australia knows, trusts and recommends DVassist;

To forge Partnerships: We will seek out and nurture mutually beneficial partnerships that enable us to deliver our strategy and expand our services;

Our Team: We will have credible, skilled and experienced people who understand regional, rural and remote Australia delivering the governance, leadership and services of DVassist;

Financial Sustainability: We will have a sustainable business model that is financially responsible, identifies opportunities and manages key risks.

MAIN ACCOUNTABILITIES	PERFORMANCE EXPECTATIONS
<p>SERVICE DELIVERY Making professional assessments of the needs of callers and taking all reasonable steps to meet the needs within the operating framework and purpose of the service. Typical (not exhaustive) duties include the following and are delivered in a trauma-informed and client-centred approach:-</p> <ul style="list-style-type: none"> • Risk assessment and safety planning • Delivering short and medium counselling packages to people wanting to address the emotional, physical and social impacts of family and domestic violence • Case management to people currently experiencing or attempting to leave a violent relationship • Deliver interventions via telephone as well as webchat • Information and referrals • Advocacy with other services as required 	<ul style="list-style-type: none"> • Well-developed specialist skills are evident, and demonstrates an ability to provide effective, quality and tailored interventions • Assessments made are professional, culturally-sensitive and undertaken with a non-judgemental approach • Appropriate action is taken based on assessments to maintain safety of clients • Demonstrates in-depth knowledge and understanding of the services available to people located in regional, rural and remote WA • Accurate and relevant information is provided to clients in relation to other support services and appropriate referrals made • Meets statutory obligations in terms of reporting in cases of children and young people at risk of harm • Delivers trauma-informed, evidence-based counselling packages • Adheres to a telephone based and web-chat practice counselling framework • All required data is recorded for internal information management systems and information is concise and secure • Work practices are ethical and comply with expected standards

<ul style="list-style-type: none"> Contribute to other activities in relation to the growth and development of the service as required 	<ul style="list-style-type: none"> Demonstrates consistently a commitment to the purpose, aspiration and strategic objectives of DVassist Escalates identified issues and clinical risks in a prompt manner
<p>TEAM SUPPORT Participates in team activities, attends staff meetings when scheduled and demonstrates a supportive approach to other staff members</p>	<ul style="list-style-type: none"> Evidence of strong relationships with team members which assists in building a cohesive workplace Demonstrates on a continual basis, a commitment to assisting and supporting colleagues in all workplace activities including support for backfilling of shifts at times Attends a minimum of 80% of all staff and team meetings and supervision sessions
<p>WORKPLACE HEALTH & SAFETY To meet Workplace Health & Safety obligations in line with DVassist Policy & Procedures as well as relevant legislation</p>	<ul style="list-style-type: none"> Follows all safety instructions and uses equipment provided Contributes to minimising the risk to health and safety of all persons in the workplace Participation in communication meetings, professional supervision and any organised WHS training events Identify and reports any workplace incident/hazard or concerns to management
<p>PROFESSIONAL DEVELOPMENT & CONTINUOUS IMPROVEMENT Demonstrates a commitment to professional supervision for both skills-development and health and well-being while also contributing to and cultivating a culture of shared learning within the team</p>	<ul style="list-style-type: none"> Actively participates in on-shift and individual supervision sessions Attends a minimum of 80% of professional development opportunities and team meetings/activities Seeks new ideas and embraces/adapts to change Evidence of a commitment to continuous improvement activities which continues to build the service
<p>ESSENTIAL REQUIREMENTS & QUALIFICATIONS:</p>	<ul style="list-style-type: none"> Applicants will ideally have relevant tertiary qualifications in social work, psychology, counselling, behavioural or social sciences or other appropriate qualification/s and solid experience in the FDV sector Minimum two years delivering trauma-informed responses in a counselling and/or case management framework Able to demonstrate a solid understanding of the barriers and complexities that exist for remote, rural and regional WA communities in accessing services Well developed knowledge and analysis of the effects, causes and dynamics of domestic and family violence

	<ul style="list-style-type: none"> • Current WA Working with Children Check or commitment to obtain • Understanding of state and national based legislation including child protection legislation relevant to service delivery • Right to work in Australia
OTHER RELEVANT INFORMATION	<ul style="list-style-type: none"> • Commitment to a service that will move to broader operational hours and willingness at times to work a variety of shifts • Willingness to undertake further training and development • Willingness to undergo a national police check if required
SKILLS & BEHAVIOURS	<ul style="list-style-type: none"> • Demonstrated ability to work in an environment that can be challenging and demanding at times, including working within agreed timeline parameters • Well-developed oral and written communication skills including ability to communicate effectively with a diverse range of cultural and social groups • Commitment to the purpose, aspiration and strategic objectives of DVassist • Ability to remain calm under pressure, with a flexible and positive approach and solid self-care practices in place • Solid IT skills and experience working with a variety of databases
Experience	<ul style="list-style-type: none"> • 2+ yrs experience in supporting people who have been impacted by domestic, family and/or sexual violence (telephone counselling experience will be well regarded)

KEY RELATIONSHIPS/INTERACTIONS:

Relationship with:	Why:
Senior Practitioner	Accountability, advice, support, feedback and reporting as required
Chief Executive Officer	Accountability, advice, support, feedback and reporting as required
Staff Members & Volunteers	Building sound working relationships with all personnel to assist in undertaking the role and providing support
Clients	Providing support and advice