



POSITION DESCRIPTION

SPECIALIST TRAUMA COUNSELLOR

LOCATION: Inner Suburbs of Brisbane (close to CBD)

STATUS: Casual and Temporary Part Time

REPORTS TO: Team Leaders & Senior Practitioners

DIRECT REPORTS: NIL

CLASSIFICATION: Social Community Home Care Disability Services Award– Level 5

SHIFTS: Ability to participate in a 24/7 roster across day/evening/overnight and weekend shifts.

PURPOSE OF THE POSITION: To work as part of a national (1800RESPECT program) telephone and online counselling team providing highly specialised services to those whose lives have been impacted by domestic and family violence and/or sexual assault. The positions will be working within an established national framework based on the knowledge of best practice principles and requires the highest level of professionalism, ethical behaviour and compassion.

OUR VISION, PURPOSE & VALUES

Our Vision: Our aim is for all relationships to be free from domestic, family and sexual violence.

Our Purpose: Creating pathways for a life free from violence and fear.

Our Values: - *Integrity; Compassion; Accountability; Respect & Empowerment*

Principles of our work: DVConnect works from a feminist framework and we acknowledge the gendered nature of domestic, family and sexual violence. We are committed to working collaboratively as part of the broader system, developing innovative services, and providing robust governance and organisational sustainability to deliver on our vision and mission.

MAIN ACCOUNTABILITIES	PERFORMANCE EXPECTATIONS
<p>SERVICE DELIVERY Assessing and providing appropriate trauma counselling within a supportive and safe environment to clients of the 1800RESPECT line, experiencing either domestic and family violence and/or sexual assault.</p> <p>The role requires that the services delivered are of high quality, being delivered within appropriate framework and timelines and meeting the needs of a broad client group.</p> <p>Contribute to project and other activities as required, which is designed to improve overall the national service.</p>	<ul style="list-style-type: none"> • Highly developed specialist skills is evident, which demonstrates an ability to provide effective, quality tailored counselling services that are specific to the various needs of clients. • Evidence of providing appropriate referrals and other additional services and support based on the needs of the clients • Meets statutory obligations as Mandatory Reporters in cases of children and young people at risk of harm • Escalates identified issues and clinical risks through the appropriate formal escalation channels • Adheres to a telephone based 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 the codes of the Australian Psychological Society; the Australian Association of Social Workers or the Counsellors and Psychotherapist Association of NSW • Demonstrates consistently a commitment to the mission, values and behaviours of DVConnect. • Internal and external service/client feedback.
<p>TEAM SUPPORT Participates in team activities, attends staff meetings when scheduled and demonstrates a supportive approach to other staff members which contributes to the overall team effectiveness.</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 commitments 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.
<p>WORKPLACE HEALTH & SAFETY To meet Workplace Health & Safety obligations in line with DVConnect 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

PROFESSIONAL DEVELOPMENT & CONTINUOUS IMPROVEMENT

Maintain and develop personal knowledge in area of expertise and meets core values and behaviours of DVConnect. Further demonstrates a commitment to professional supervision for both skills development and health and well-being.

- 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.

ESSENTIAL REQUIREMENTS & QUALIFICATIONS:

- Minimum 3 year tertiary qualification in counselling, psychology, social work, behavioural science or a related field is essential
- Minimum 3 years specialist counselling experience including support for those who have been impacted by domestic, family and sexual violence (telephone counselling advantageous)
- Eligible for membership with a governing body of profession, either AASW; APS; ACA or PACFA.
- Experience and understanding of issues relating to service delivery with an agency that is committed to socially and culturally inclusive practices
- Current Working with Children Check or capacity to obtain for each State and Territory.
- Understanding of federal and state based legislation including child protection legislation relevant to service delivery
- Right to work in Australia

OTHER RELEVANT INFORMATION

- Commitment to a 24/7 service and willingness to work a variety of shifts and flexibility to assist with backfilling at times
- Willingness to undertake further training and development

SKILLS & BEHAVIOURS

- Demonstrated ability to work in a challenging and demanding work environment, 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 values and mission of DVConnect
- Ability to remain calm under pressure, with a flexible and positive approach
- High level of resilience and self-care practices in place
- Solid IT skills

KEY RELATIONSHIPS/INTERACTIONS:

Relationship with:	Why:
Service Delivery Manager	Accountability, advice, support, feedback and reporting as required
Team Leaders	Accountability, advice, support, feedback and reporting as required
Senior Practitioners	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 & advice

DVConnect is an equal opportunity employer. All applications will be treated on their merits