

Position Description Specialist Counsellor

Location:	DVConnect Office Brisbane	Status:	Permanent Full Time/Part Time/Casual
Reports To:	Team Leaders & Senior Practitioners	Salary:	Social Community Home Care and Disability Award Level 5

Purpose of the Position

Through the Purpose, Vision and Values of DVConnect work as part of a national 1800RESPECT service providing highly specialised counselling services to those whose lives have been impacted by domestic and family violence, sexual assault and/or workplace sexual harassment. Receiving warm transfers from the 1800RESPECT telephone triage team and providing single session specialist therapeutic counselling support; psycho education, referrals and at times more intensive support for complex callers through our referral pathways model. The role is also required to support as required in the triage teams, answering calls and chats, establishing caller safety, building rapport, and identifying the best pathways for support either internally or externally. The positions will be working within a new national framework based on the knowledge of best practice principles and requires the highest level of professionalism, ethical behaviour, and compassion. This service is available 24/7 and requires staff to work shift work (day/evening and overnight) and have a flexible approach to support the 1800RESPECT teams in other activities as required to ensure the delivery of a high-quality service.

DVConnect 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 an intersectional 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 purpose.

1800Respect Vision and Values

Vision: to achieve a sustained reduction across the Australian community in the prevalence and impacts of DFSV by improving the first response processes, national sector integration, service reach and responsiveness to diverse groups; by strengthening community engagement, and by continuous enhancement of staff skills and enabling technology solutions, in line with the Service Standards.

Values: *Responsive; Engaged; Specialist; Professional; Excellence in Partnering; Clinical Governance; Technology Innovation*

Main Accountabilities	Expectations
<p>Service Delivery Assessing and providing appropriate trauma counselling within a supportive and safe environment to callers of the 1800RESPECT service, experiencing domestic and family violence, sexual assault and/or workplace sexual harassment.</p> <p>The role requires that the services delivered are of high quality, being delivered within appropriate framework and timelines, meeting the needs of a broad client group. Providing therapeutic interventions; psycho education; connect callers with available supports and support motivation for change, whilst working within a single session model. In addition, providing referral, information, and support to those impacted by workplace sexual harassment and frontline workers supporting callers impacted by DFSV/WSH. As required, undertake triage calls and online chats to support the 1800RESPECT service and other teams.</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 are evident, which demonstrates an ability to provide effective, quality tailored counselling services that are specific to the various needs of callers. • Evidence of providing appropriate referrals and other additional services and support based on the needs of the callers and within the clinical framework. • 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 and online 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 the codes of the Australian Association of Social Workers (AASW), the Australian Counselling Association (ACA) or Psychotherapy and Counselling Federations of Australia (PACFA) • Demonstrates consistently a commitment to the purpose, 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. Demonstrate a clear understanding of and commitment to DVConnect vision, purpose, and values.</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 85% of all staff and team meetings. • DVConnect vision, purpose and values consistently demonstrated in all work-related activities and in line with DVConnect Code of Conduct

Workplace Health & Safety To meet Workplace Health & Safety obligations in line with DVConnect Policy & Procedures as well as relevant legislation	<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.	<ul style="list-style-type: none"> • Actively participates in on-shift and individual supervision sessions. • Attends a minimum of 85% 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:	<ul style="list-style-type: none"> • Minimum 3-year tertiary qualification in Counselling, Psychology, Social Work, or related field is essential • Eligible for membership with a governing body of profession, either AASW; ACA; AHPRA or PACFA is essential • Minimum 3 years specialist counselling experience including support for those who have been impacted by domestic, family, and sexual violence and/or workplace sexual harassment (telephone counselling advantageous). • Experience and understanding of issues relating to service delivery with an agency that is committed to socially and culturally inclusive practices • Current Working with Vulnerable People/Working with Children Check (as applicable to the State/Territory of Australia in which you work) • National Police Check • Understanding of federal and state-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 24/7 service and willingness to work a variety of shifts across teams and flexibility to assist with backfilling at times • Willingness to undertake further training and development

	<ul style="list-style-type: none"> • This role will be required to undertake activities within work environments that have WHS policies that require all staff and visitors to maintain COVID vaccinations; therefore, the incumbent of this role will need to also meet these WHS requirements. • It is a genuine requirement of this position that it be filled by a woman as permitted in sections 25, 104 and 105 of the Anti-Discrimination Act, 1991
Skills & Behaviours	<ul style="list-style-type: none"> • 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 • Demonstrated good cultural responsiveness and commitment to working with Aboriginal and Torres Strait Islander people. • Commitment to the values and purpose 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 to work across phone and on-line chat platforms

Key Relationships/Interactions:

Relationship with:	
Service Delivery Manager	Accountability, advice, support, feedback and reporting as required
Team Leaders	Accountability, advice, support, feedback and reporting as required
Senior Counsellors	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
Other 1800RESPECT Teams	Building sound working relationships with all personnel to assist in undertaking the role and providing support
Callers	Providing support & advice and referral pathways

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