

# Family Relationship Counsellor

## Position Description

Position Details	
<b>Title:</b>	Family Relationship Counsellor
<b>Level:</b>	5
<b>Time Fraction:</b>	Part-time, including one evening per week
<b>Position Relationships:</b>	Reporting to Manager South East Region
<b>Principal Location:</b>	Relationship Matters Frankston office
<b>Position Purpose:</b>	To provide family counselling and education services to clients under provisions of the Family Law Act 1975; EAP clients and critical incident response to external organisations (provided you have appropriate training).
Major Responsibilities	Key Performance Indicators
<p><b>Counselling for Individuals / Couples / Families</b></p> <ul style="list-style-type: none"> <li>Provision of primary consultation, which includes the initial intake and assessment interview.</li> <li>Provide general counselling interventions on a needs basis, and for FARS and EAP programs.</li> <li>Ensure professional and ethical management of client case load.</li> <li>Develop and maintain effective relationships with local organisations and referring agencies.</li> <li>Refer clients to educational programs and other specialist agencies as required.</li> <li>Make an active contribution via case presentations, through attendance at organisational in-house professional development.</li> <li>Participate in relevant meetings and supervision.</li> </ul>	<ul style="list-style-type: none"> <li>Maintain a minimum counselling session rate equivalent to 840 sessions pro rata per annum for a full-time counsellor (i.e. minimum of 4 clients per 7.5 hours, including EAP services).</li> <li>Ensure compliance with requirements of confidentiality and the reporting of serious matters in accordance with Relationship Matters policy and procedures, and any legal requirements</li> <li>Ensure all work operates within appropriate theoretical frameworks and professional standards.</li> <li>Ensure all data, electronic case records and client files, are maintained in a professional and timely way, in keeping with the organisational policies and procedures.</li> <li>Demonstrated contribution and participation in supervision, and organisational activities within the team, Branch and whole organisation.</li> </ul>
<p><b>Employee Assistance Program (EAP)</b></p> <ul style="list-style-type: none"> <li>Provision of primary consultation, which includes the initial intake and assessment interview.</li> <li>Provide general counselling interventions according to need.</li> <li>Ensure professional and ethical management of client case load.</li> <li>Where appropriate, refer clients to specialist services both internally and externally.</li> <li>Provision of primary consultation with organisations where a critical incident has occurred.</li> </ul>	<ul style="list-style-type: none"> <li>Timely response to EAP appointments, as delegated by either the Branch Manager City and Central Satellite Sites or the Manager – Client Services and Quality Assurance.</li> <li>Timely response to request for Critical Incident Debriefing appointments, as delegated by either the Branch Manager City and Central Satellite Sites or the Manager – Client Services and Quality Assurance.</li> </ul>

- Actual critical incident intervention on-site at work-place or other venues as arranged with affected employees.
- Follow-up where required.

#### Education Programs

- Provide assistance to the Coordinator Family Relationships Education in oversight and delivering of programs.
- Attend and contribute to local family and relationship network meetings.

- Assist in evaluating the quality and effectiveness of programs.
- Assist with the safe and on time delivery of all programs.
- Participate in the timely response to risk issues.
- Participate in promotion and marketing of relationship education programs.

#### Data Collection, Administration and Reporting

- Ensure client information is recorded in accordance with organisation and funding body requirements.
- Participate and assist in the facilitation of annual DSS and DHS evaluations and reviews.
- Ensure compliance with Relationship Matters administrative and reporting requirements.

- Comprehensiveness collection of data, including outcomes measurement and case management data.
- Compliance with requirements regarding the recording of work activities, client data, case records and other administrative documentation as required.
- Participate in research survey and data collection as required.

#### Marketing / Promotion / Networking

- Assist in the preparation of Government reports, service plans, work plans, tender documents, submissions and correspondence as required.
- Attend network meetings; represent the organisation on working groups, maintain professional networks and key relationships.
- Promote and market the organisation's services with relevant community organisations and referral sources.

- Actively participate in the writing of tenders, submissions and the development of work plans and correspondence as required.
- Participate in shared projects with other Branches.
- Promote a positive image of Relationship Matters to members of the community and service sector.
- In collaboration with the Manager – Client Services and Quality Assurance, respond to enquiries from external organisations.
- Participate in marketing and media events as appropriate.

#### Continuous Quality Improvement

- Read and comply with of all Relationship Matters' Policies and Procedures, and understand any new or updated policy as issued from time to time.
- Be aware of the location on the Intranet of policy documents, forms and processes that relate to your day to day work, for reference as required.

- Is able to demonstrate a working knowledge of all Relationship Matters' Policies and Procedures.

#### Workplace Health and Safety

- Comply with safety in the workplace.
- Take reasonable steps to prevent risks to health and safety.
- Co-operate with Team Leaders and Management to enable compliance with safety, health and environmental duties.
- Report workplace incidents, hazards, accidents and emergencies immediately.

- Understand and abide by all OH&S policies and procedures, and communicate these as required.
- Participate in training, drills and procedures.
- Report identified risks to the OH&S Representative

#### Key Selection Criteria

*(Please note: Applicants need not respond in writing to all selection criteria)*

- Tertiary qualifications in an appropriate behavioural / social science and appropriate post graduate qualifications.
- Sound knowledge of counselling theory and practice, and a minimum of 5 years' experience in counselling.

- An understanding of individual counselling practices, and contemporary methods of relationship counselling and family therapy, along with direct experience in counselling.
- Must be accredited with, or eligible for, immediate registration as a member of a relevant professional membership body.
- An understanding and practical knowledge of the Family Law Act 1975.
- Client focused practitioner, with demonstrated experience in fee-for-service consultancy.
- Experience in education or preventative programs and group work is desirable.
- Experience in conducting EAP counselling, as well as counselling with perpetrators and survivors of Family Violence will be highly regarded.
- A proven self-starter, with an ability to maintain professional independence and the ability to work in a self-directed manner.
- Personal commitment to professional development.
- Capacity to meet deadlines and work within specified timeframes.
- Ability to generate revenue and charge fees, administer and work within a specified program budget.
- Computer literacy is essential.

**Personal Qualities**

- Affinity with Relationship Matters values
- Generosity of spirit
- Capacity to 'join-in'
- Flexibility

**Terms and Conditions**

- Salary will be negotiated according to qualifications and experience and in accordance with the Social Community Homecare and Disability Services Award 2010.
- The position is subject to ongoing funding and satisfactory annual performance reviews.
- A six month probationary period applies and will be formally reviewed with key responsibilities and success indicators as outcomes.
- Opportunity to access salary packaging according to Relationship Matters policy.
- Access to Employee Assistance Program.
- As an agency funded partially through the Commonwealth Department Social Services, all employees are required to sign an Oath of Confidentiality.
- Travel to the branches of the organisation, including some direct service provision from these sites and other locations, including travel at short notice.
- Out-of-hours critical incident responses when required.
- A current driver's licence is essential.
- Position is subject to maintaining a current Working with Children Check and a satisfactory National Police Check.

**Acknowledgements**

<b>Position:</b>	Family Relationship Counsellor		
<b>Name:</b>			
<b>Signature:</b>		<b>Date:</b>	
<b>CEO:</b>	Janet Jukes		
<b>CEO's Signature:</b>		<b>Date:</b>	
<b>Probationary Review:</b>	Six Months	<b>Date:</b>	