

Family Relationship Counsellor

Position Description

Position Details	
Title:	Family Relationship Counsellor
Level:	5 SCHADS Award
Time Fraction:	12 month contract Part-time, including one evening per week
Position Relationships:	Reporting to Manager South West Region
Principal Location:	Relationship Matters Geelong / Wyndham office
Position Purpose:	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>Counselling for Individuals / Couples / Families</p> <ul style="list-style-type: none"> Provision of primary consultation, which includes the initial intake and assessment interview. Provide general counselling interventions on a needs basis, and for FARS and EAP programs. Ensure professional and ethical management of client case load. Develop and maintain effective relationships with local organisations and referring agencies. Refer clients to educational programs and other specialist agencies as required. Make an active contribution via case presentations, through attendance at organisational in-house professional development. Participate in relevant meetings and supervision. 	<ul style="list-style-type: none"> 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). Ensure compliance with requirements of confidentiality and the reporting of serious matters in accordance with Relationship Matters policy and procedures, and any legal requirements Ensure all work operates within appropriate theoretical frameworks and professional standards. 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. Demonstrated contribution and participation in supervision, and organisational activities within the team, Branch and whole organisation.
<p>Employee Assistance Program (EAP)</p> <ul style="list-style-type: none"> Provision of primary consultation, which includes the initial intake and assessment interview. Provide general counselling interventions according to need. Ensure professional and ethical management of client case load. Where appropriate, refer clients to specialist services both internally and externally. Provision of primary consultation with organisations where a critical incident has occurred. 	<ul style="list-style-type: none"> 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. 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.

- 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

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