

## Position Description

Position Details	
<b>Title:</b>	<b>Senior Practitioner - Rainbow Door</b>
<b>Grade:</b>	Level 6, SCHADS Award 2010
<b>Employment status:</b>	0.8 EFT, Permanent
<b>Reports to:</b>	Regional Manager, City and North
<b>Principal Location:</b>	Head Office, Lvl 4, 255 Bourke St, Melbourne
<b>Position Purpose:</b>	<p>To provide family counselling and psycho-education services to clients under provisions of the Family Law Act 1975, with a dedicated focus on the Rainbow Door Stream.</p> <p>To provide Employee Assistance Program (EAP) sessions and Critical Incident responses to external organisations as directed.</p>

### Organisation Overview

Relationship Matters is a not-for-profit organisation that aims to promote healthy, respectful and fulfilling relationships within the Victorian community.

We provide a range of relationship services including:

- Individual Counselling
- Relationship Counselling
- Family Therapy
- Relationship Learning Services
- Family Dispute Resolution and Mediation
- Family Violence Prevention Programs
- VicRoads Safe Driving Program

At Relationship Matters, we also recognise that work and life are intimately connected and we offer workplace services for employers and employees through Employee Assistance Programs (EAP) and our Business Services division, Relationship Matters in the Workplace.

Relationship Matters has been supporting the community through counselling and education for over 70 years and was established and supported by the Anglican Diocese over the years. Relationship Matters has a long history in marriage guidance and relationship counselling in Australia and is very proud to support marriage equality. Relationship Matters is now one of the largest providers of counselling and mediation services in Victoria, with nine physical sites in Metropolitan Melbourne and regional Victoria.

Relationship Matters recognises relationships in all their diversity and our services are offered to individuals, couples and families inclusive of sexual orientation, gender identity, ethnicity, religion, ability or socio-economic circumstance.

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## Major Responsibilities

### Senior Practitioner/Stream Coordination

- Coordinate the timely delivery of Family and Relationship Services through the Rainbow Door initiative
- Actively promote the Rainbow Door initiative amongst key internal and external stakeholders
- Contribute to and promote evidence informed and innovative practice, including through the use of information technology
- Assist with the recruitment, induction, development and performance management of staff as relevant
- Active commitment to professional development, case presentations, peer support and supervision from a leadership perspective
- Evidence based intake and assessment
- Identify and follow up risk issues as required

### Counselling for Individuals / Couples / Families

- Professional and ethical management of client case load
  - Provision of one evening shift per week
  - Maintain a minimum counselling session rate equivalent to 630 sessions p.a. pro rata for a full-time counsellor (i.e. minimum of 3 clients per 7.6 hours, including EAP services, noting this is a reduced target to allow for 25% dedicated senior practitioner responsibilities including stream coordination)
- Develop and maintain effective relationships with local organisations and referring agencies
- Provide assistance to the Coordinator Family Relationships in oversight and delivery of safe, timely and effective psycho-educational group programs
  - This contributes to the minimum counselling session rate
- Provide EAP services in consultation with the Workplace Service Manager
- Refer clients to internal (e.g. Relationship Learning Services, MBCP) or external (e.g. primary care, stepped care, specialist agencies) as appropriate
- Undertake additional duties as directed by management in accordance with grade

### Data Collection, Administration and Reporting

- Client record management and information sharing complies with organisational, funding body and legislative requirements
- Ensure every interaction pertaining to each client is well documented within specified timeframes
- Assist in program review and evaluations, including any initiated by funding bodies

### Continuous Quality Improvement

- Maintain compliance with current Relationship Matters' Policies and Procedures, including updates as relevant
- Use current organisational/program tools and templates as available on the intranet
- Maintain collective responsibility to ensure the Policies, Procedures, tools and templates remain evidence informed and fit for purpose, in consultation with Regional Manager and Executive Manager Clinical Practice and Outcomes

### Workplace Health and Safety

- Comply with relevant legislation and organisational practices regarding workplace health, safety and environmental responsibility
- Participate in training, drills and procedures as directed
- Take reasonable steps to prevent risks to health and safety
- Report workplace incidents, hazards, accidents and emergencies in a timely manner to the OH&S Representative

## Key Selection Criteria

### Technical Expertise

- A minimum of 5 years' experience in counselling, with demonstrated understanding of contemporary methods of individual counselling, relationship counselling, psycho-educational group programs, client centred practice, risk assessment and safety planning
- Demonstrated understanding of the Family Law Act 1975 and the Family Violence Protection Act 2008
- Experience in clinical leadership and working with LGBTIQ+ communities
- Computer and financial literacy
- Experience working with people who use family violence and/or victim survivors is highly desirable
- Experience in EAP counselling including critical incident responses is desirable

### Personal Qualities

- Affinity with Relationship Matters values
- Demonstrated ability to work as part of a team and with autonomy and effective time management
- Generosity of spirit
- Highest ethical and professional standing


## Qualifications

- Tertiary qualifications in Psychology, Social Work or Behavioural / Social Science and / or postgraduate studies in Relationship Counselling or Family Therapy
- Registration with relevant professional body

## 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, a satisfactory National Police Check and evidence of up-to-date COVID vaccination as per the current Public Health Order.

## Acknowledgements

<b>Position:</b>	Senior Practitioner - Rainbow Door		
<b>Name:</b>			
<b>Signature:</b>		<b>Date:</b>	
<b>CEO:</b>	Janet Jukes		
<b>CEO's Signature:</b>		<b>Date:</b>	22 February 2022

**Probationary Review:**

Six Months

**Date:**

DRAFT