



POSITION DESCRIPTION

Position: Family Counsellor (Women, Children and Young People) – Part-Time 7.5 hours per week with 6 months probationary period.

Classification: Social, Community, Home Care and Disability Service Industry Award 2010 Level 5.1 – 5.3.

Salary: \$40.24 (hourly rate) - \$15,693.60 per annum
Generous salary sacrifice package and other additional benefits.

Hours: 7.5 Hours per week (9AM to 5PM Monday to Friday).

Accountability: DVAC Board of Management, CEO, Service Manager, Counselling Team Leader and Staff Team.

Location: Position based Toowoomba.

Vision

Our vision is for a community where all people are participating with respect and dignity, to ensure that everyone lives safely and free from violence and abuse.

Purpose

DVAC works with individuals and communities to eliminate, prevent and respond to domestic and family violence, and sexual violence by:

- Collaboratively providing quality support services;
- Challenging social norms and structures that enable people to use violence/enable the use of violence;
- Building awareness and capacity within the community; and
- Encouraging egalitarian relationships.

Values

Feminism informs our understanding of the nature of violence in our communities and guides the way we work to address it. In delivering our services, DVAC is committed to:

- **Safety** – A subjective and complex human right, which is the basis for a rich and meaningful life;
- **Integrity** – A commitment to act ethically and transparently, with congruence and goodwill (“walking the talk”);
- **Community** – Belonging and connectedness;

- **Justice** – Equal access to the benefits of society and human rights;
- **Innovation** – Creatively exploring possibilities and responding to evolving needs.

The Organisation

The Domestic Violence Action Centre (DVAC) is a not-for-profit organisation located in Ipswich servicing the local government areas of Ipswich City Council, Somerset Regional Council (excluding Kilcoy), Lockyer Valley Regional Council, and the Scenic Rim Regional Council (excluding Beaudesert). Since April 1994, DVAC has been committed to working with our communities towards the prevention and elimination of domestic and family violence. DVAC now has the opportunity to extend our services into the Toowoomba and Darling Downs. The Domestic Violence Action Centre Toowoomba (DVACT) is actively involved in supporting women, young people and children who are experiencing or who have experienced domestic and family violence, supporting men who are actively committed to behaviour change as well as providing information and education to the community at large. DVACT will provide a range of services that include:

- Telephone information, referral, advocacy and support services to women and children;
- Court support for domestic violence call over in the 8 regional courts (Toowoomba, Warwick, Dalby, Chinchilla, Pittsworth, Oakey, Stanthorpe and Goondiwindi);
- Place-based and electronic outreach to key satellites (Warwick, Stanthorpe, Dalby, Chinchilla, Goondiwindi, Oakey, Pittsworth) in the catchment;
- Mobile outreach to women and their children in motels or other temporary accommodation in Toowoomba awaiting refuge;
- Therapeutic services and group work for women and children and young people who have witnessed or experienced domestic violence;
- Women’s recovery services, including facilitating access to education, employment and increased social and community connectedness;
- Group work and family support for young men (and their mothers) who are using violence against their mother and/or siblings;
- Behaviour change programs for men who are using violence in their intimate partner or family relationships;
- Safety upgrades for women and children wanting to stay safe in their homes, and;
- Providing professional training and resources to other service providers and stakeholders.

DVACT will provide sexual violence support services to those who have experienced recent/historical sexual violence in Toowoomba and the Darling Downs. This distinct program of DVACT, the Sexual Assault Service Toowoomba, provides individual counselling and support services for adults over 14 (men and women). In addition to this, DVACT will work closely with our communities and key stakeholders to develop and maintain an integrated response to domestic and family violence issues. This involves encouraging other key stakeholders to engage in collaborative responses to domestic and family violence issues throughout our community in order to ensure safety for women and children, and accountability for people using violence. This process will be facilitated through a Child Safety Liaison position, and a Police/Court Liaison position, designed to improve relationships and enhance service integration on the ground.

Equal Employment Opportunities

DVAC values diversity in our workforce, and as such encourages applications from women from Aboriginal or Torres Strait Island backgrounds. DVAC also encourages women from culturally or linguistically diverse backgrounds to apply for vacant positions. DVAC recognises and celebrates the unique benefits that employing a diverse group of women with a broad range of life experiences, brings to the organisation. DVAC has an

exemption under Section 25 of the *Anti-Discrimination Act 1991 (QLD)* and it is a general occupational requirement that all applicants identify as female.

Position Summary

The Family Counsellor (FC) will be based in Toowoomba, providing services to those who have experienced gender-based violence. The FC primarily provides counselling and support to mother's and their children and young people who are experiencing or have experienced domestic and family violence. The FC will engage in short-medium term family therapy and/or group work with women, children and young people. The FC role will also provide limited general services to women (as the primary care-giver of the child/young person they are working with), service providers and the community, such as the provision of phone and face to face information and referral, crisis counselling, advocacy, risk assessment, safety planning and case management.

The work performed by the DVACT involves frontline crisis assistance work supporting individuals and families impacted by domestic and family violence and/or sexual violence. All staff employed by DVACT will be privy to or take part in traumatic conversations on a regular basis. In addition to the training and support provided by the employer, the successful applicant will have to be mindful of their own personal wellbeing.

Preferred Qualifications and Experience

- Possession of relevant tertiary qualifications in psychology, social work or human services field;
- Demonstrated experience in family therapy, counselling & group work;
- Demonstrated experience in working effectively with children, young people & women, who have experienced or are currently experiencing domestic and family violence or other significant trauma including sexual violence;
- Experience and skills in working in community based organisations utilising a feminist perspective;
- Knowledge regarding feminist practice and its application in working against domestic and family violence and sexual violence;
- Knowledge and skills to ensure the provision of culturally, gender and age appropriate services to clients;
- Knowledge and skills to ensure the provision of attachment and trauma informed services to clients;
- Well-developed interpersonal and communication skills;
- Current driver's licence and Blue Card;
- Working knowledge of the Domestic & Family Violence Protection Act 2012 and knowledge of court and legislative proceedings as they relate to the Act;
- Any post-graduate or professional development undertaken in the field of domestic & family violence will be viewed favourably, and;
- All DVAC staff are required to complete a National Police Check upon successful offer of position.

Selection Criteria

- What is your knowledge of the issues affecting women, children and young people experiencing domestic and family violence and sexual violence, and your understanding of feminist perspectives on domestic and family violence, including the individual, familial, legal and social issues involved?
- Outline your extensive experience and skills in, and conceptual framework for, the provision of attachment and trauma informed family and individual counselling, and group work with mothers, children and young people from a feminist perspective.

- Describe how you developed your experience in designing and developing counselling program materials, such as practice guidelines & procedures, counselling and group work interventions and resources, and what skills do you draw on in creating these.
- How have you built and maintained positive, effective and collaborative working relationships with a range of different stakeholders in the provision of services?
- What strategies and skills do you employ to work autonomously and to prioritise competing demands, and in what contexts have you had to apply these strategies?
- How have you contributed to, and what are your values in relation to, a supportive and collaborative staff team environment in a community-based organisation?

Responsibilities and Duties

Service Delivery:

- Provide specialist attachment and trauma informed family and individual counselling to women and their children (including adolescents) who have experienced or are experiencing domestic and family violence and/or sexual violence;
- Provide counselling and group work to young people who have witnessed domestic violence and are using or are at risk of using violence in their intimate partner and family relationships;
- Provide specialist group work services to women, children and young people who have experienced domestic violence and/or sexual violence in collaboration with either DVAC workers or external co-facilitators;
- Although primarily working with women, children & young people in domestic & family violence, the FC may also provide counselling to young people over 14 (including men) who have experienced sexual violence where required and where capacity allows;
- Provide information and support on the court process to women accessing DVAC. This includes supporting women to access appropriate legal advice and support for any legal proceeding relating to their experience of sexual violence;
- Participate in an on-call after hours roster for mobile outreach to women and children in motels or other temporary accommodation awaiting refuge;
- Participate in a roster to ensure coverage and service provision of place-based services in Warwick, Stanthorpe, Dalby, Chinchilla, Goondiwindi, Pittsworth & Oakey during business hours, where required and where there is capacity to do so;
- Undertake and/or participate in case coordination and case management of clients where required;
- Report risk management issues that may impact upon the safety and health of clients to the Counselling Team Leader (or Service Manager in her absence);
- Support and resource service providers in relation to any aspect of domestic violence and sexual violence relating to families, children & young people;
- Liaise with other service providers regarding possibilities for collaboration in service delivery, particularly in relation to joint delivery of groups with all client groups;
- Occasionally, provide phone and face to face risk assessment, safety planning, crisis support, advocacy, information, and referral to women and children who are experiencing or have experienced domestic and family violence and sexual violence;
- Liaise and work cooperatively with other workers within the service to ensure appropriate access, eligibility and support of clients in the service;
- Be responsible for minor financial delegations attached to the program ensuring fiscal liability within the appointed budget; and

- Undertake administrative duties associated with direct service delivery and data collection.

Staff Team:

- Participate in the development of a supportive and safe working environment for all staff, including clear communication paths and consultative decision making practices;
- Abide by the DVAC/DVACT communication commitment and associated procedures in relation to respectful and direct communication;
- Actively prepare for, and participate in regular performance appraisals with the Counselling Team Leader and Service Manager or CEO;
- Undertake internal and external professional supervision to ensure accountability of work practices and professional development in relation to the direct work with women and organisational practices;
- Participate in regular and ongoing consultation with the Counselling Team Leader and management team, and the staff team where necessary and appropriate, to discuss issues that may impact on work performance;
- Participate in support systems within the organisation including staff meetings, team supervision, staff appraisals, and informal contact; and
- Provide and receive peer support as a part of the staff team.

Organisational Responsibilities:

- Participate in the identification of trends to inform appropriate service development;
- Where relevant to your role, and where capacity allows, participate in and contribute to the development of funding submissions, in collaboration with the CEO;
- Ensure the provision of culturally, gender and age appropriate services to clients in accordance with service values and requirements;
- Advocate on behalf of the service within the funded area;
- Occasionally represent the service at external forums when requested and available;
- Participate in the monitoring of legislative and policy developments in regard to domestic and family violence;
- Participate in media activities where appropriate;
- Participate in planning, policy development and other organisational activities;
- Participate in completing program specific monthly written reports to the CEO and the Board as well as completing data entry for quarterly reports for the funding body in consultation with the Service Manager;
- Participate in community engagement events on behalf of the organisation, such as Domestic and Family Violence Prevention Month and Sexual Violence Awareness Month;
- Participate in staff meetings fortnightly and Board meetings as required;
- Comply and contribute to the established accountability systems in place in the organisation;
- All workers are required to work within the Practice Standard for Working with Women affected by Domestic & Family Violence developed by the Department of Communities Qld;
- All workers are required to work within the *Practice Standard for Working with Women affected by Domestic & Family Violence*, the *Qld Government Interagency Guidelines for Responding to Adult Victims of Sexual Assault* and the *National Standards of Practice Manual for Services Against Sexual Assault*; and
- Undertake any other duties as lawfully directed by the CEO, Service Manager or Counselling Team Leader or Safety Team Leader.

Accountability

The FC is required to work within the philosophy, objectives and policies of the organisation including:

- working within a feminist framework;
- working as a member of the staff team; and
- utilising consultative and collaborative processes.

The FC is directly answerable to the Counselling Team Leader, and will report to them on all service delivery and organisationally related aspects of the position in the first instance. For some other organisational aspects the FC may report to the Service Manager. The FC is ultimately accountable to the Service Manager, CEO and the Board as the employing body; however, the immediate line of accountability rests with the Counselling Team Leader. When the Counselling Team Leader is away or unavailable, the FC will report to the Service Manager. The FC will comply with the established processes for ensuring the transparency of all decisions and actions taken in the course of her work. The FC will also be accountable to the staff team and the consumers of the service.

Applying for this position

Closing date is 9am Tuesday, 29 January 2019. If you can please forward your expression of interest along with a no more than **2 page** document, **addressing the selection criteria** to:

ea@dvac.org.au using the subject line "Family Counsellor Toowoomba EO1"