

SOUTH BURNETT CTC INC

POSITION DESCRIPTION

<p style="text-align: center;">COUNSELLOR – “WONDIN-DEE” INDIGENOUS FAMILY VIOLENCE COUNSELLING PROGRAM CTC YOUTH & FAMILY SERVICES, MURGON</p>
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Position Type	Full Time (38 hours per week) – flexibility and accountability in how these hours are worked is required as some programs/activities will be pre-scheduled to be delivered out of hours to meet the needs of the clients
Program	Wondin-dee – Indigenous Family Violence Counselling Program
Location	CTC Youth & Family Services, 35 Lamb Street Murgon
Reports To	Wondin-dee Team Leader
Head Quarters	South Burnett CTC Inc, 6 Cornish Street/PO Box 490, Kingaroy 4610
Award Conditions	Social, Community, Home Care & Disability Services Industry Award QCSCA Transitional Pay Equity Order. Level 5 http://www.fwa.gov.au/index.cfm?pagename=awardsfind

Position Summary

The Wondin-dee (*translation – place of hope*) program is a specialist Domestic Violence service providing counselling services to Aboriginal and Torres Strait Islander people connected to the Cherbourg community. The program recognises and responds to the specific needs of clients and the community to address domestic and family violence in culturally appropriate ways.

Wondin-dee works alongside the Integrated Service Response for Cherbourg to provide holistic response to high risk domestic violence situations in Cherbourg.

The program delivers activities that help clients to address their safety needs, assess their circumstances and relationships and to make choices, decisions and plans for the future. Assistance is provided through a case management approach on both an individual and group basis.

The program has four particular target areas:

- People affected by domestic or family violence
- Children and young people affected by domestic or family violence
- People who perpetrate domestic or family violence
- Reducing community tolerance of domestic or family violence

This position requires skills and qualifications to provide counselling to children, young people and adults affected by domestic or family violence and the ability to provide community education initiatives.

The Wondin-dee program is co-located with other CTC teams including Youth Services, Safe Haven and Family and Child Connect. Teams work collaboratively and assist each other on a day to day basis under direction of the CTC Youth & Family Services Assistant Manager.

Counsellor Requirements

- Working with Children Blue Card or ability to acquire
- Ability to meet and maintain any other current and future legislative benchmark requirements
- Qualifications in Counselling
- Ability to use a variety of tools to engage with and deliver culturally appropriate counselling and support to children, young people and adults connected to the Cherbourg community
- Established networks with other government and non-government organisations delivering relevant services to people connected to Cherbourg

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- Ability to uphold cultural protocols and maintain community support
- Experience in working with complex issues such as domestic and family violence, volatile substance misuse, alcohol and drug addictions, mental health issues, gambling etc
- Experience in compiling case notes, safety plans and support plans
- Time management techniques to ensure all client records are reviewed within the appropriate timeframes and that complete client files are kept up to date on a data capture system
- Availability to deliver programs outside of working hours as required
- Demonstrated understanding of personal and professional boundaries
- Demonstrated skills in maintaining personal safety and the safety of colleagues and clients through understanding and responding to indicators of risk
- Commitment to respecting the privacy and confidentiality of all stakeholders
- Knowledge and understanding of the Domestic and Family Violence Prevention Act 1989 and the Child Protection Act 1999
- Ability to maintain a manual driver's licence without suspension and be transparent in reporting any past or future driving/traffic infringement notices that may impact on own suitability to transport clients
- Current First Aid & CPR Certificates or ability to acquire

Performance Measures

- Fortnightly support and supervision with the Team Leader
- Performance will be reviewed annually according to the details of this and any revised position descriptions

Duty Statement as an Employee of CTC

- Adhere to all policies and procedures of CTC and relevant Government Contracts/MOAs/ Legislation/Acts/Guidelines
- Integrate with other programs and the ethos of CTC
- Be an effective member of the Youth & Family Services team and other CTC teams
- Work independently and as part of a team in compliance with direction from management
- Attend and actively participate in all team and other relevant meetings and training
- Assist other staff in their duties
- Assist in maintaining a clean, hygienic and tidy work environment
- Ensure all CTC resources and assets are used only as appropriate, accounted for and maintained in a safe, clean, hygienic and useable condition at all times
- Flexibility in regard to working hours and locations and preparedness to undertake complementary duties as required

Duty Statement as Counsellor

- Ensure service delivery is in line with the Department's Domestic and Family Violence Investment Specification. <https://www.communities.qld.gov.au/resources/funding/investment-domains/investment-specification-dfv.pdf>
- Actively follow up referrals (including home visits) within 24 hours of receiving referral
- Work with the Team Leader to maintain a client load which ensures quality and equitable service provision
- Provide individual and group counselling sessions
- Have regular contact with each client (minimum fortnightly)
- Develop client led safety plans for all clients within 2 weeks of first contact
- Develop support/counselling plans within 2 weeks of first contact

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- Work individually, within the team and across the service sector to provide relevant, holistic and equitable support
- Achieve contractual outputs and outcomes
- Provide community education initiatives
- Maintain SRS database with all client notes entered within 24 hours of support and plans updated at least quarterly
- Ensure a weekly minimum of 24 hours' client contact and case work is provided and entered into the database
- Provide referrals to HRT in consultation with Team Leader/Service Manager on High Risk cases
- Provide requests for information that are clear and factual to the High Risk Team by the Tuesday prior to HRT meeting
- Provide feedback on actions recommended by HRT team

Duty Statement as Part of the Wondin-dee Team

- Participate in fortnightly support and supervision with the Wondin-dee Team Leader
- Participate in team meetings as directed by the Team Leader to ensure the program is delivering services targeted to meet the needs of clients, the community and contractual outcomes and that strategies for continuous improvement are identified and implemented as required
- Work within the Wondin-dee team to develop and deliver programs/activities as strategies to meet the relevant needs of clients and that all eligible clients have equal access to the programs
- Work within the team to develop and deliver resources and community events raising awareness of domestic and family violence
- Contribute to the reporting for the entire Wondin-dee Program as outlined in the Attachment by completing accurate and detailed reporting through the SRS database

Service standards are to be in accordance with the ethos, mission, vision, policies and procedures of CTC and in strict adherence to licencing/contractual requirements.

As part of the Youth & Family Services team, this position will have knowledge and understanding of other CTC Services and contribute to the success of the organisation in its entirety.

I understand:

- the requirements of the position and agree to the terms and conditions as set out above
- more detailed duties are to be arranged with my Team Leader in line with the requirements of the organisation and broadly consistent with the role

Employee Name..... **Signature**..... **Date** / / 2017

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Attachment – Reporting Requirements for the Entire Wondin-dee Team

Outputs	Description	Hours per annum
Domestic and family violence counselling	Activities that help people affected by domestic and family violence to assess their circumstances and relationships, and to make choices, decisions and plans for the future. Activities may include, but are not limited to one-to-one or group discussion sessions with the client, usually provided on more than one occasion, focused around domestic and family violence.	2740 per annum for the team, 913 for each worker

Tasks	Timeframe
Community Education	
Community/Social Events <ul style="list-style-type: none"> • Organise and implement community/social events to raise awareness of domestic and family violence issues and reduce tolerance within the community. 	A minimum of once per quarter
Information products <ul style="list-style-type: none"> • Develop, review and update information products (posters, leaflets, newsletters, booklets, training and information resources). 	A minimum of once per annum
Online Tools <ul style="list-style-type: none"> • Develop, maintain and review the service website including accessible online information resources. 	A minimum of once per annum