

SOUTH BURNETT CTC INC POSITION DESCRIPTION

COUNSELLOR – WONDIN DEE INDIGENOUS FAMILY VIOLENCE COUNSELLING Service CTC YOUTH & FAMILY SERVICES, MURGON

Position Type	Full Time (38 hours per week)
Hours of Operation	8.30am to 4.36pm, Monday to Friday, however as flexibility is required to meet the needs of the service and clients, the spread of hours can range between 6.00am and 8.00pm
Based at	CTC Youth and Family Services, 35 Lamb Street Murgon
Reports To	Wondin-dee Team Leader
Headquarters	South Burnett CTC Inc, 6 Cornish Street/PO Box 490, Kingaroy 4610
Award Conditions	Social, Community, Home Care and Disability Services Industry Award 2010 (SCHCADS) QCSCA Transitional Pay Equity Order (TPEO). Level 4 (\$37.54 per hour) + salary packaging

Broad Outline of Counsellor Position

- Provide culturally appropriate counselling services to victims of domestic violence
- Provide culturally appropriate counselling and support activities with children and young people who are witnesses to domestic violence to assist them express their feelings and support them to understand and manage their fears, emotions and behaviours and break the cycle of domestic and family violence
- Provide an immediate safety response to people escaping family and domestic violence

Broad Outline of the Wondin-dee Indigenous Family Violence Counselling Service

The purpose of this service is to support the safety and wellbeing of people experiencing (or at risk of experiencing) domestic and family violence.

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 is an active participant in relevant sector network and interagency meetings and works alongside the Integrated Service Response for Cherbourg to provide a holistic response to high risk domestic violence situations.

The program delivers counselling and support to assist clients to understand and break the cycle of domestic and family violence, assess relationships and personal circumstances and to make safe choices, decisions and plans for the future. Client risk assessments and safety plans are developed and regularly reviewed.

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

SOUTH BURNETT CTC INC POSITION DESCRIPTION

This position focuses on children and young people affected by domestic or family violence but the caseload will also include adults affected by domestic or family violence.

The Wondin-dee program is co-located with other CTC teams including Youth, 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.

Refer to the Investment Specifications <https://www.cyjma.qld.gov.au/resources/dcsyw/about-us/funding-grants/specifications/investment-specification-dfv.pdf>

Broad Outline of South Burnett CTC Inc (CTC)

Information on the objects, mission, vision, values, Board of Governance and current operations of CTC can be found at www.sbctc.com.au.

Qualifications, Experience and other Pre-Requisites for the Position of Domestic Violence Counsellor

Industry Experience/Qualifications/Licences

- Tertiary Qualifications in Counselling, Social Work or an associated field
- Experience and skills in engaging with and providing counselling to adults, children and young people
- Experience in utilising a range of techniques to provide the appropriate form of intervention
- Experience in compiling safety and risk assessments and delivering support and intervention services with a focus on domestic violence
- Demonstrated skills in maintaining personal safety and the safety of colleagues and clients through understanding and responding to indicators of risk
- Ability to respond in a culturally sensitive way to all stakeholders of the service
- A professional understanding of privacy and confidentiality in relation to the sharing of information <https://www.justice.qld.gov.au/initiatives/end-domestic-family-violence/our-progress/strengthening-justice-system-responses/domestic-family-violence-information-sharing-guidelines>
- An understanding of the Domestic and Family Violence Prevention Act 2012 and subsequent amendments <https://www.cyjma.qld.gov.au/campaign/end-domestic-family-violence/our-progress/strengthening-justice-system-responses/legislative-changes>
- An understanding of the Human Services Quality Framework (HSQF)
- Qld Driver Licence
- First Aid and CPR Certificates

Screening

- Working with Children Blue Card
- Ability to meet and maintain any future screening requirements

Time Management and Accountability

- Time management and IT competency to ensure all assessments, case notes, home visits, training, departmental meetings and other responsibilities/deadlines are met and to ensure that client files are kept up to date within the required timeframe on a data capture system
- *Availability and Flexibility*

SOUTH BURNETT CTC INC POSITION DESCRIPTION

Flexibility to adjust hours when required to maintain the safety of clients

Broad Outline of the Responsibilities of the Counsellor Position

Provide To and Receive Support from the Team Leader - Work closely with the Team Leader:

- By having regular, informal discussions in relation to your caseload and other aspects of your work and formally during monthly support and supervision meetings
- To ensure your safety in all aspects of your role and the safety of others
- To provide input into the continuous improvement of the service's Policies and Procedures and associated practices
- To identify opportunities for your professional development
- To develop the skills and qualifications to backfill the Team Leader position if required
- To ensure you receive regular external support and supervision (with attendance at least once every 3 months)
- To fulfil the team's commitment to participate in the Youth & Family Services Intake Roster

Service Delivery

- Work as part of a team to provide an immediate safety response to adults and their children at risk from domestic and family violence
- Provide counselling and referral services to victims of domestic and family violence and children and young people who have been affected by domestic and family violence
- Ensure service delivery is in line with the Domestic Violence Investment Specifications
<https://www.cyjma.qld.gov.au/resources/dcsyw/about-us/funding-grants/specifications/investment-specification-dfv.pdf>
- Work in partnership with other local domestic violence services, family support services and broader support networks to meet the gaps within the community in providing counselling services
- Provide support to people attending court for domestic and family violence
- Accept any eligible referral (including self-referrals) for women or children connected to Cherbourg
- Make safety a priority for yourself, clients, colleagues, stakeholders and community members
- Complete a risk assessment when working away from the office or in people's homes
https://www.worksafe.qld.gov.au/_data/assets/pdf_file/0012/22233/community-working-safely-in-peoples-homes.pdf
- Set up first contact within two days of referral to provide immediate of support
- Utilise a range of techniques to assess risk and determine the appropriate form of intervention
- Use a range of counselling techniques and utilise the common assessment and planning tools
- Complete and submit referrals to the High Risk Team for high risk cases
- Record time counted working directly or on behalf of a client on the database including client risk and needs assessments, case management, referrals, file notes and case conferences
- Ensure all case notes are entered into the database within 24 hours of contact and that outcomes and outputs as specified in the service contract are achieved
- Work collaboratively with members of the High Risk Team and other domestic violence services to ensure that women and children are safe.
- Ensure all case notes are compiled and safety plans, support plans and other requirements are completed and entered into the database in a timely manner and reviewed within the required timeframes
- Ensure support plans reflect the need for any assistance provided through brokerage funding and that any expenditure is appropriately approved, recorded and accounted for

SOUTH BURNETT CTC INC POSITION DESCRIPTION

- Gain approval from the Team Leader/Service Manager before using brokerage
- Participate in and report on collaborative activities that increase the understanding of the effects of domestic and family violence and improve community attitude to stop tolerating violence
- Develop and deliver activities that help people to assess their circumstances and relationships and to make choices, decisions and plans for the future
- Schedule programs/activities to meet the needs of children and young people, ie. some programs/activities to be scheduled for delivery after hours
- Do an assessment after each program/activity to ensure strategies for continuous improvement are identified and implemented as required
- Promote the service through the CTC Facebook and Webpage and through participation in collaborative community events
- Participate in Domestic Violence Service Team Meetings to ensure the service is meeting the needs of clients, the community and contractual outputs and outcomes and that strategies for continuous improvement are identified and implemented as required
- Work as part of a team ensuring that victims, children and those attending court receive support as needed and as specified in the contract

Responsibilities as a CTC Staff Member

- Have knowledge and understanding of the organisation's mission and vision and contribute to the success of the organisation in its entirety
- Be an effective member of the Youth & Family Services Team as well as all other CTC Teams
- Assist other staff in their duties
- Assist in maintaining a clean, hygienic and tidy work environment at all times
- 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
- Adhere to all policies and procedures of CTC and relevant Government Contracts/MOAs/ Legislation/ Acts/Guidelines and other documents/standards including the:
 - Qld Human Rights Act
 - Human Services Quality Standards
 - CTC Staff Code of Conduct
 - CTC Code of Conduct for Working with Children and Young People
 - NDIS Code of Conduct Code
 - NDIS Practice Standards
 - National Standards for Disability Services

Reviews

Performance will be reviewed within an initial 6 month probation period and then on an annual basis according to the details of this and any revised position descriptions.

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Confirmation of Understanding and Agreement with the Position Description
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I understand:

- the requirements of the position and agree to the terms and conditions as set out above
- that more detailed responsibilities and duties will be discussed in line with the requirements of the organisation and broadly consistent with the role

STAFF MEMBER NAME:

STAFF MEMBER SIGNATURE:

DATE: