

# SOUTH BURNETT CTC INC

## POSITION DESCRIPTION

### DOMESTIC AND FAMILY VIOLENCE COUNSELLOR CTC YOUTH & FAMILY SERVICES

<b>Position Type</b>	Full Time (76 hrs per fortnight) – flexibility and accountability in how these hours are worked is required to meet the needs of clients
<b>Location</b>	CTC Youth & Family Services 35 Lamb Street, Murgon or Lot 2 Somerset Street, Kingaroy and 26 Mackenzie Street, Wondai
<b>Reports To</b>	Domestic and Family Violence Senior Practitioner
<b>Headquarters</b>	South Burnett CTC Inc, 6 Cornish Street/PO Box 490, Kingaroy 4610
<b>Award Conditions</b>	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

### Position Purpose

Primary Role – Domestic and Family Violence Counsellor (the position may include one or more of the below target areas depending on the successful applicant's skills and experience within this field)

- Provide support to people impacted by domestic and family violence through an immediate safety response and through court support.
- Provide individual and group counselling and support to people who have perpetrated violence.
- Provide individual and/or group counselling and support to women and/or children who have been impacted by domestic and family violence.

### Program Summary

The South Burnett Domestic and Family Violence Service provides support to people in Cherbourg and across the South Burnett who have been impacted by Domestic and Family Violence. This service prioritises the safety and wellbeing of people experiencing (or at risk of experiencing) domestic and family violence through a collaborative, client centred approach aimed at empowering clients to meet their individual, safety and support goals.

### Position requirements

- Minimum 3 year degree in Counselling, Social Work, Psychology or similar OR related qualification supported by significant, relevant experience
- Ability to identify with the Aboriginal and Torres Strait Islander community of Cherbourg, strong connections to the community of Cherbourg and the ability to work in a culturally sensitive and competent way at all times
- Working with Children Blue card
- Strengths and experience in working with people in high-risk domestic violence situations to support them to be safe
- Demonstrated engagement skills with hard to reach young people
- Demonstrated skills in maintaining own personal safety and the safety of colleagues and clients through understanding and responding to indicators of risk
- Understanding of the Domestic and Family Violence Protection Act 2012 and the Child Protection Act 1999
- Ability to use a variety of tools to engage with and deliver culturally appropriate individual and group counselling support (including Aboriginal and Torres Strait Islander families and young people)

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- Experience in working with complex client issues such as domestic and family violence, volatile substance misuse, homelessness, alcohol and drug addictions, mental health issues
- Ability to develop and deliver resources and programs
- Availability to deliver programs outside of working hours if required
- Experience in compiling case notes, safety plans, risks assessments and support plans
- Time management and IT competency to ensure all client case notes are compiled and plans and other requirements are reviewed within the appropriate timeframes and that complete client files are kept up to date on a data capture system
- Demonstrated understanding of personal and professional boundaries
- Commitment to respecting the privacy and confidentiality of all stakeholders
- Ability to maintain a driver's licence without suspension and be transparent in reporting any past or future driving/traffic infringements notices that may impact on own suitability to transport clients
- First Aid and CPR Certificates
- COVID-19 vaccination
- Ability to meet and maintain any other current and future relative legislative benchmark requirements

### **Responsibilities – Domestic and Family Violence Counsellor**

- Ensure service delivery is in line with the Department's Domestic and Family Violence Regulatory Framework ensuring compliance with Practice Standards and Guidance
- Ensure information sharing is in line with the Domestic and Family Violence Protection Act 2012 and Domestic and Family Violence Information Sharing Guidelines
- Ensure that service delivery is in line with CTC's Responding to Domestic and Family Violence Policy and Procedure
- Ensure service delivery is in line with the Domestic Violence Investment Specifications
- Provide individual counselling and therapeutic group programs as required
- Follow safety policies, guidelines and protocols to ensure the safety of yourself and others
- Use a variety of culturally appropriate tools to engage with clients
- Work proactively with staff in other organisations to provide a collaborative response to the safety and support of women and children accessing the service
- Provide information, advice and assistance through advocacy and referral

### **Secondary Role - Domestic and Family Violence Support Worker**

- Work within the Domestic and Family Violence Team through morning meetings to identify and respond to areas of need as agreed with the Senior Practitioner
- Ensure that service delivery is in line with CTC's Responding to Domestic and Family Violence Policy and Procedure

### **Ensure Administration Requirements are met Including**

- All case notes are entered into the database within 24 hours of contact
- All risk assessments and plans are entered into the database within 24 hours
- 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 25 hours contact and/or casework is recorded on a weekly basis

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- All intake forms are up to date and uploaded within 24 hours
- Ensure client details are up to date at all times
- Ensure and that outcomes and outputs as specified in the service contract are achieved
- Ensure all brokerage has been approved by your senior practitioner and is accurately recorded in the database

### **Be an effective member of the CTC Domestic and Family Violence Team**

- Prioritise the attendance of all Team Meetings
- Actively participate in 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
- Participate in the development of resources and community events as required which increase community knowledge and response to domestic and family violence
- Participate in the development and promotion of resources and training which improve service response to domestic and family violence

Manage your time effectively between your primary role (70%) and secondary role (30%)

### **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
- 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 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:
  - Human Services Quality Standards
  - NDIS Practice Standards
  - Qld Human Rights Act
  - CTC Staff Code of Conduct
  - NDIS Code of Conduct
  - CTC Code of Conduct for Working with Children and Young People

### **Performance Support and Reviews**

- Engage in monthly support and supervision with Senior Practitioner
- Engage in external supervision as required
- 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**  
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

**Name:** \_\_\_\_\_ **Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_