

SAHSSI Position Description

Family Counsellor

Version: 2.0	Date approved: December 2020	Next review date: December 2025
Classification /Grade	Grade 5 - 6 SCHADS Level 5-6 (dependent on qualifications and experience) Social, Community Home and Disability Services Industry Award (SCHADS) (Commonwealth)	
Hours	Part time (28 hours per week Tues - Fri)	
Location	Shoalhaven Homeless Hub in Nowra May be required to work from other locations within the Shoalhaven	
Funding Program	Targeted Earlier Intervention (TEI) program under Department of Community and Justice. Funding to 30 th June 2025	

SELECTION CRITERIA

Essential:

- Tertiary qualifications in psychology or counselling (minimum diploma of counselling) with counselling experience. Registration with the ACA or the willingness to complete registration during employment
- Strong communication (written and verbal), technology, interpersonal and advocacy skills
- Ability to use an integrated, trauma-informed and strengths-based approach to achieve client, program and team outcomes, and manage crisis situations
- Sensitivity and respect for diversity and difference in both service users and colleagues
- Demonstrated professionalism including effective time management, taking personal responsibility, creativity and problem-solving capabilities and ability to work within an ethical and organisational policy framework.
- Ability to work independently to achieve the capabilities of the role and any other duties assigned by management
- Ability to work in a team including sharing information, considering the views of others and managing conflict
- Willingness to complete the "Working with Children Check" and "National Police Check NSW" at own cost
- NSW driver's license and sound driving record

Desirable:

- Prior experience in working therapeutically with survivors of trauma, domestic and family violence (DFV), children and families
- Holder of a current First Aid Certificate (or willing to obtain one)

PURPOSE OF ROLE

- To work collaboratively with colleagues, stakeholders and the community to deliver high quality client and program outcomes, access to a range of opportunities for service users, and best practice customer service
- To work one-to-one with children 8 years and over and family groups, to assist with post separation, trauma and the prevention of post separation conflict
- Maintain a focus on the safety and wellbeing of clients and their families, underpinned by a thorough understanding of child development, child protection, and individual and systemic issues including Domestic and Family Violence
- To provide counselling to young people and families in a timely and appropriate manner

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- To provide appropriate referral pathways for clients, including to prevent homelessness where appropriate
- To assist clients to develop effective communication skills, enhance their self-esteem and to resolve trauma related issues
- To provide support and advocacy to clients where appropriate
- To assist clients to develop their own capacity and take responsibility for themselves
- To provide information and education to ensure clients are made aware of community resources, rights and responsibilities
- To participate in administrative systems, processes and policies to ensure compliance with agency standards, legislation, policies and procedures and quality improvement processes

KEY RELATIONSHIPS

Internal	
Team Leader, Shoalhaven Homeless Hub	<ul style="list-style-type: none"> • Direct line report to guide, provide supervision and manage performance • Escalate issues, make suggestions and provide updates • Facilitate team meetings for team input
Clients/ service users	<ul style="list-style-type: none"> • Manage expectations and provide services • Encourage feedback and input into service delivery
Colleagues and team-mates	<ul style="list-style-type: none"> • Manage conflict and make suggestions for improvement • Collaboration on team projects and events • Information sharing and learning and development • Provide regular supervision
External	
Referring agencies	<ul style="list-style-type: none"> • Manage inquiries, receive telephone referrals
Community members	<ul style="list-style-type: none"> • Receipt of donations, participating in public audience and fundraising events
Local NGO and Government agencies	<ul style="list-style-type: none"> • Work collaboratively to achieve program and service-user outcomes • Participation in public audience events and interagency committees as required

CAPABILITIES FOR THE ROLE

SAHSSI operates within the SHS Workforce Capability Framework that describes the broad capabilities and personal attributes critical to the organisation. The framework is made up from a **Personal Attributes Matrix** and **9 Capability Framework Streams**.

ACKNOWLEDGEMENT

This job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties and responsibilities required of employees assigned to the role.

Employee: _____ **Manager:** _____

Signature: _____ **Signature:** _____

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Date: _____

Date: _____

This position is a **Tier 1 Practitioner** – People working at this tier do not supervise the work of others; they work under the direction of others and apply their skills to meet established targets or outputs.

The Personal Attributes Matrix

Personal attribute	Descriptor
Innovative	<ul style="list-style-type: none"> Generates options and ideas for improvement Is open to change and alternatives Takes advantage of new and emerging opportunities
Focused	<ul style="list-style-type: none"> Researches options and sets a clear path Has clear goals, deals with obstacles and impediments Manages own time to achieve key outcomes
Positive	<ul style="list-style-type: none"> Has faith in own abilities and remains optimistic Maintains composure and focus when faced with difficulty Recovers from set backs
Collaborative	<ul style="list-style-type: none"> Works with others to achieve common goals Engenders a spirit of teamwork Encourages others to achieve
Analytical	<ul style="list-style-type: none"> Reviews arguments and opinions before making judgement Presents clear and logical arguments Takes a systematic approach when building towards improvements
Client focused	<ul style="list-style-type: none"> Prioritises needs of clients and members Aims for best outcomes for clients and members Is outcomes focused Follows through with commitments
Culturally aware	<ul style="list-style-type: none"> Respects difference in all its forms Adapts language to aid communication Values diversity as a strength and positively utilises diversity
Ethical	<ul style="list-style-type: none"> Is credible and truthful Has integrity and principles Reflects expected standards of behaviour and Code of Conduct

Capability Framework Streams: Tier 1

1		2		3		4		5	
Community and interagency relations		Professionalism		Communication		Leadership and teamwork		Resources, assets and sustainability	
Networks and stakeholders		Time management		Advocacy		United vision		Revenue raising	
1.1.1	Utilises own community networks to achieve established outcomes	2.1.1	Demonstrates punctuality and meets agreed schedules and timelines	3.1.1	Actively listens to colleagues and clients and passes on relevant information accurately and appropriately	4.1.1	Maintains enthusiasm and understands own role in achieving organisational mission	5.1.1	Supports fundraising work
Community		Ethics		Written communication		Strategic focus		Financial management	
1.1.2	Contributes to staff forums and meetings and key community issues	2.1.2	Observes Code of Conduct seeks assistance with ethical dilemmas, and manages professional boundaries	3.1.2	Proves accurate written information using forms, log books and templates appropriate to the task	4.1.2	Follows work plan and prioritises key tasks	5.1.2	Assists with maintenance of financial records and works efficiently to meet established budgets
Partnerships and collaboration		Taking responsibility		Verbal communication		Team dynamics		Procurement	
1.1.3	Works collaboratively with other organisations in formal and informal partnerships to achieve client outcomes	2.1.3	Takes responsibility for work outcomes and enacts authority as defined in role statement	3.1.3	Speaks politely and explains issues and information clearly to clients and colleagues	4.1.3	Openly shares information, participates and contributes to team discussions.	5.1.3	Makes low cost purchases and achieves value for money
Knowledge of community		Problem solving		Public Speaking		Conflict management		Equipment and assessments	
1.1.4	Maintains basic awareness of current community issues and knowledge of relevant organisations	2.1.4	Demonstrates common sense, and uses established strategies to solve routine problems	3.1.4	Participates actively in staff meetings and shares information to improve work environment and outcomes	4.1.4	Considers the views of others and aims for group cohesion	5.1.4	Takes care when using and maintaining equipment and aids
Social justice		Initiative and enterprise		Interpersonal skills		Diversity/ different styles		Sustainability	
1.1.5	Demonstrates commitment to social justice and social inclusion	2.1.5	Contributes to ideas for improved ways of working	3.1.5	Demonstrates active listening and asks appropriate questions when dealing with clients and colleagues	4.1.5	Values diversity in team and supports colleagues	5.1.5	Uses resources appropriately and supports organisation's sustainability protocols

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6	Service delivery	7	Program management and policy development	8	Change and responsiveness	9	Governance and compliance
Reflective practice		Policy development and implementation		Change management		Strategy	
6.1.1	Applies organisational practice models, procedures and relevant legislation when working with clients	7.1.1	Maintains awareness of policies and applies procedures to daily work activities	8.1.1	Maintains a positive approach to change and adapts to new or different ways of working	9.1.1	Achieves targets in work plans and understands links with strategic goals
Knowledge of client issues		Program development		Multi-skilling		Quality	
6.1.2	Maintains awareness of client needs	7.1.2	Performs own role and responsibilities efficiently to contribute to program and project outcomes	8.1.2	Takes advantage of opportunities for learning and growing skills	9.1.2	Ensures that own work meets the organisation's quality requirements
Client outcomes		Achieving results		Creativity and innovation		Risk management	
6.1.3	Supports clients to achieve their goals or aspirations through provision of quality service	7.1.3	Supports program and project team members to achieve defined outcomes	8.1.3	Identifies opportunities to do things better, develops ideas with others and assists with implementation of routine changes	9.1.3	Ensures that risks are identified and reported in own work context
Diversity		Contract management		Technology		WHS	
6.1.4	Demonstrates sensitivity and respect for diversity and differences in clients.	7.1.4	Records relevant data for contract administration	8.1.4	Uses technology and software applications effectively in accordance with task requirements	9.1.4	Ensures safety of self and others in work environment
Client confidentiality and dignity		Complaints handling and		Learning and development		Legislation and compliance	
6.1.5	Respects client confidentiality and dignity	7.1.5	Records complaints and assists with reviewing feedback on program outcomes	8.1.5	Prepares own development plan in consultation with supervisors	9.1.5	Is aware of relevant legislation and licensing requirements and ensures compliance in work practices