

Intake Counsellor Position Description

Position Title:	Intake Counsellor
Employment type:	Part time (0.8 EFT)
Department:	Safe Places and Recovery
Location:	1 Thomas Holmes St, Maribyrnong
Salary:	SCHADS Level 6 and pay point dependent on skills and experience.
Reporting To:	Team Leader Counselling
Exemption:	VCAT Exemption No. H119/2017 (subject to Equal Opportunity Act 2010) This means we can employ only women and gender diverse people, or people from a particular cultural background when required.
Child safe standard:	GenWest is a child safe organisation, in order to be a successful candidate evidence of a relevant police check and Working with Childrens Check is required (WWCC)

About the Role

The counselling program at GenWest provides individual counselling and therapeutic group work to children and young people in the western metropolitan region to help them make sense of and recover from family violence.

The Intake Counsellor reports to the Counselling Team Leader and is responsible for receiving and screening referrals into the program, and providing short term trauma-informed and developmentally-appropriate counselling interventions to children who have been impacted by family violence. This role conducts assessment of children's counselling needs and the family's readiness for counselling. This position also provides support and secondary consultation to both internal and external family violence services, as well as child and family services, regarding the needs of children and the impact of family violence on children's development. This position will also lead the preparation of referrals and coordination of the allocations meetings.

Responsibilities

As an Intake Counsellor you will be responsible for:

Coordinating and providing Intake services for the counselling program, including screening and accepting of referrals and providing secondary consultation.

- Information provision and response for the GenWest Children and Youth Counselling program.
- Waitlist management for the GenWest Children and Youth Counselling program.
- Provide high quality screening assessment, over the phone and in person, about whether clients are appropriate for the GenWest Children and youth counselling program.
- Prepare referrals for and support coordination of team Allocations Meeting.
- Provide short-term support for clients between referral and case allocation, if required.
- Partner and collaborate with a variety of organisations to develop internal and external referral points.

Contributing to the development, implementation, monitoring and review of the integrated family violence services work plan in relation to children's counselling services.

- Actively monitor, in conjunction with the counselling team leader, performance standards against DFFH requirements to ensure ongoing accreditation for the children's counselling program.
- Maintain accurate case files, assessment documentation and case notes in a manner that will meet all auditing requirements of GenWest, DFFH standards and legislative obligations.
- Ensure client critical incidents are managed and documented as per GenWest policy and procedures and DFFH critical incident instructions.
- Ensure program data (IRIS) is collected to inform program planning and to meet data recording requirements of the DFFH and the GenWest board.

Contributing to program continuous quality assurance processes and programs.

- Provide written program status reports to the counselling team leader where necessary or required.
- Provide support and secondary consultation to other GenWest integrated family violence services staff and external service providers regarding the developmental needs of children and the impact of family violence (to ensure maximum collaboration and enhanced referral pathways).
- Provide support and secondary consultation to other members of the integrated family violence services team regarding the developmental needs of children and the impact of family violence.
- Provide trauma-informed support, secondary consultation and advocacy to external health, community and education service providers regarding the developmental needs of children and the impact of family violence.
- Participate in the delivery of trauma-informed community education sessions to external agencies from time-to-time, in collaboration with other staff.
- Actively promote GenWest and our programs with our community partners to ensure maximum collaboration that supports positive outcomes for children and their families.

Contributing to the development and achievement of team and organisation goals through regular supervision and participation in professional development activities.

- In collaboration with the counselling team leader, participate in the development, monitoring and review of a clear work plan that sets out objectives, activities, outcomes and evaluation methods for this position.
- Participate in induction processes and probationary reviews as required.
- Participate in regular supervision and annual appraisal to discuss clients, workload and professional development (every two weeks or as agreed by counselling team leader).
- Participate in regular external clinical supervision on a pro rata basis.
- Engage in reflexive practice in supervision and with other members of the counselling team.
- Undertake identified training and professional development activities to support practice and skills development.
- Role model respectful and professional behaviour within the work environment at all times, including displaying initiative, openness, honesty, genuineness and transparency.

Contributing to processes that ensure collaboration and integration across and between GenWest programs and service to achieve organisational goals and objectives.

- Actively participate in team, program, stream and staff meetings and planning days.

GenWest recognises that the land on which we work and provide our services always was and always will be Aboriginal land. We pay our respects to Elders past and present. We proudly acknowledge the Aboriginal and Torres Strait Islander communities across Naarm's west, their rich culture, diversity, histories and knowledge, and the contribution they make to the life of this region.

- Actively participate in cross-team and cross-stream mechanisms designed to facilitate links within and between the counselling team, the integrated family violence services stream and the whole organisation, ensuring that collaboration is embedded in all aspects of GenWest's operations.
- Engage in organisation-wide strategies, plans and events to enhance GenWest's reciprocal engagement with our clients and communities, including the client and community participation plan, the reconciliation plan and the feminist audit tool.
- Participate in organisational continuous quality improvement and risk management frameworks.
- Engage in activities and behaviours that actively promote the development of a positive organisational and workplace culture in line with the principles of the organisation and the expectations of GenWest's strategic plan.
- Adhering to all Work, Health, and Safety protocols
- Adhering to the Code of Conduct at GenWest and displaying at all times workplace respect

Skills, Qualifications & Experience

Essential

- Tertiary qualifications in social work or equivalent discipline and eligibility for AASW membership or other professional body.
- Clinical training in creative modalities (art therapy and/or play therapy) with children is desirable.
- Substantial direct service delivery experience providing interventions for children, young people and women from diverse communities who have experienced family violence and/or trauma, including experience with intake screening and allocation processes.
- A highly developed understanding of child development theory, trauma-informed therapeutic practice, attachment theory and the impact of family violence on the child and parent relationship.
- A demonstrated understanding of legislation, theory and practice as it relates to the provision of family violence services to women and children and a commitment to children's rights and their application to service delivery.
- Demonstrated commitment to the provision of high quality services, feminist policy and practice, and a culture of respect, collaboration and continuous learning.
- Experience in developing and maintaining effective working relationships with external partners and agencies to improve service user and program outcomes.
- Excellent written and verbal communication skills, including the ability to maintain client records and collect statistical data to inform agency reports.
- Sound computer skills including use of data base applications.
- Working with Children's check
- Police check (and international police check if lived overseas for a year or more in the last 10 years)

Desired

- Capacity to analyse complex issues, including the impact of violence and trauma, safety and risk, provide therapeutic interventions for victim survivors and assist them to achieve goals.
- Demonstrated evidence informed knowledge and application of therapeutic models and theories to develop skill- based interventions that enable positive change.
- Demonstrated evidence informed knowledge and understanding of child development and the impact of trauma and violence on children and young people. Knowledge of and experience working within a funding environment.

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- Demonstrated understanding of the complexity of child protection, flexible funding interventions, out of home care and the family support systems and the issues involved in providing services to statutory clients.
- Demonstrated level of self-awareness and resilience and the ability to manage multiple demands and prioritise accordingly.
- Knowledge of relevant risk and needs assessment frameworks.
- Knowledge of information sharing in the context of family violence provisions and the child information sharing scheme.
- Demonstrated willingness to participate in professional development.

Acknowledgement

This position description may be reviewed.

I declare that I have read and understood the requirements of this position, discussed any queries or concerns with the respective manager at GenWest, and feel that I am able to fulfill the requirements of this position.

Employee Name:	Signature:	Date:
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