

Position Description

Position Title:	Family Counsellor
Program:	Counselling and Relationship Services
Location:	Shepparton. Travel to other locations will be required.
Reports To:	Team Leader, Counselling and Relationship Services
Award and Classification:	<i>Social, Community, Home Care and Disability Services Award 2010, Level 5</i>

This Position Description intends to describe the general scope, level of work, accountabilities and responsibilities of the position. It does not necessarily include all duties and responsibilities.

This Position Description may be altered in accordance with the changing requirements of the position.

About CatholicCare Victoria

CatholicCare Victoria (CCV) is a leading and influential provider of charitable and social services in Victoria. The Mission of CatholicCare Victoria is to build communities that recognise and nurture the dignity of each person. Our employees share our Mission for a stronger, more inclusive society through supporting individuals, families and communities in times of need, especially those who are most disadvantaged, vulnerable and/or marginalised.

CatholicCare Victoria delivers excellence in a broad range of child, family and youth services, family relationship services, school counselling and pastoral care services, social housing, employment and advocacy services across various office locations and delivery sites in Victoria. One of our primary areas of investment in addressing homelessness is through our subsidiary CatholicCare Victoria Housing (CCVH) and in partnership with Government we are constructing new homes across Victoria.

CatholicCare Victoria draws on the principles of Catholic Social Teaching to inspire and direct our endeavours. We value and respect human dignity and embrace diversity in an inclusive work environment.

CatholicCare Victoria Values

Values	Behaviours
Respectfulness	We value people for who they are and recognize what they are doing. We interact with others honestly and in a positive, considerate, and caring matter.
Integrity	We value the work we do. We are fair, honest, and trustworthy. We act professionally, take accountability for our actions, and keep our promise.
Inclusivity	We welcome everybody, working to enable everyone to feel like they belong and have a place – from a face to be seen and a voice to be heard.

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Collaboration	We walk alongside clients, communities, and each other. We contribute to the work and lives of others so that we can all achieve our best, together.
Compassion	We connect with each other's stories. We acknowledge the inherent strengths and diverse experiences of others. We act with kindness and care in all our relationships, helping each other to address our challenges in a safe and welcoming environment.

About the Program/Section

Client Services comprise client programs and services across CatholicCare Victoria with a range of diverse practitioner positions across multiple programs. Programs are funded from Federal, State and philanthropic sources.

Client programs and services are grouped as follows:

- Client Services Operations – all client facing service delivery across children, youth families, individuals, and communities with target programs in relationship services, counselling, homelessness, family law, parenting/family support, AOD work with CALD populations, children's mental health, refugee and settlement support, communities for children (Shepparton) carer support, kinship care, emergency relief, prison chaplaincy, youth justice, and victims' assistance.
- Service Development and growth including the Schools Program and CCVT contract management.

The program aims to ensure the wellbeing of individuals, couples and families by minimising the emotional, social and economic costs of disruption to daily functioning and / or relationships. Services are for all community members including from culturally and linguistically diverse backgrounds, indigenous people, low-income earners, sole parents and those living in remote areas. The Family Counselling service is positioned within the Counselling and Relationship Services portfolio. This position is required to outpost across the catchment.

Regular travel will be required across the Diocese catchment and to locations other than office bases.

Changing funding body priorities, seasonal conditions issues (e.g. drought), and emergency management recovery (e.g. bushfire, flood), can result in the requirement to focus and establish service delivery activity in rural and remote locations.

Counselling Services - Professional Family Counsellors assist people to resolve relationship issues that arise at various stages of their relationships. Counselling could include individual, couples or family counselling.

Position Summary

The role of Family Counsellor is to promote the independence and healthy development of individuals, couples and families through the provision of quality counselling and program delivery.

Key Result Areas and Responsibilities

The order in which key result areas and responsibilities are listed is not necessarily significant.

Key Result Area	Key Responsibilities
Service Provision	<ul style="list-style-type: none"> • Provide relationship and personal counselling to individuals (children, youth, adults) couples and families. • Provide information, advice and referral to individuals/couples/families seeking support with relationship and separation issues and assist in the resolution of these issues in the best interest of the child/children.

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	<ul style="list-style-type: none"> • Ensure parents are aware of children’s needs in relation to age-appropriate emotions, physical and social needs and ensure the child’s best interests are promoted. • Delivery of sessions that provide information and education to separated parents. • Participate in the intake and assessment of referrals. • Provide a current industry accredited practice framework, incorporating the concepts of emotional intelligence and reflective practice, as key components to service delivery. • Negotiate and collect client fees. • Represent CatholicCare Victoria at local networks and as appropriate liaise with the broader community and other professionals regarding CatholicCare Victoria services and programs.
Service Quality	<ul style="list-style-type: none"> • Assist leadership staff to monitor and evaluate standards for service delivery and ensure legislative compliance. • Participate in an ongoing evaluation process with a focus on client outcomes, service responsiveness and flexibility. • Engage in supervision with line manager and participate accordingly. • Maintain client records and data as required. Client files must always reflect current assessments. • Participate in team, program, organisational meetings as required. • Attend weekly allocation meetings. • Maintain a high level of professional standards. • Participate in the development of CatholicCare Victoria policies and strategic planning as required. • Participate in and complete organisational professional training and clinical professional learning and development activities as required. • Participate in planned after hours program delivery within the span of hour as required as well as attend other site locations when the need arises.
Team Participation	<ul style="list-style-type: none"> • Contribute to the on-going development of the team through peer and group supervision, reflective practice sessions, collaborative teamwork and providing a responsive service to all clients accessing our programs. • Be responsible for specific areas of the program portfolio as delegated by management.
Implementing relevant legislation, practice and policy	<ul style="list-style-type: none"> • Demonstrate compliance with Victorian Child Safe Standards. • Participate in regular supervision and performance reviews. • Ensure all client information remains confidential as per the Privacy Act 1988 (Cwlth), organisational guidelines, program requirements and industry/sector expectations. • Adhere to organisational policies, procedures and program manuals.

The position is also required to perform other duties as lawfully and reasonably directed.

Reporting and/or Supervision Relationships and Authority

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Reporting Relationship:

The position reports to and works under the general direction of the Team Leader, Counselling and Relationship Services.

Position/s Reporting to Family Counsellor:

Not applicable.

Authority:

The position exercises a degree of autonomy. Significant decisions require the approval of the Senior Manager or General Manager.

The position is required to work within the relevant delegations policy, procedure and guidelines of CatholicCare Victoria.

Stakeholder Relationships

Internal Relationships:

- Operates as a member of the Counselling and Relationship Services team; and
- Collaborates with and maintain working relationships with components of CatholicCare Victoria organisational structure.

External Relationships:

- Networks with a broad range of referral pathways; and
- Contacts with stakeholders of the social services sector and the broader Community Wellbeing stream.

Organisational Responsibilities of the Position

Workplace Health and Safety (WHS)

CatholicCare Victoria is committed to the health, safety and wellbeing of employees, volunteers, contractors, clients and other people within our workplaces. The position is required to perform the responsibilities of the position adhering to the *Occupational Health and Safety Act (2004)*, in particular to:

- take reasonable care for your own and others' health and safety within the workplace;
- take reasonable care that your actions or omissions do not adversely affect the health and safety of yourself or others;
- cooperate with any reasonable directions, policies and/or procedures relating to health and safety in the workplace;
- report all injuries, illness, near misses or hazards as per CatholicCare Victoria policies and procedures; and
- participate in relevant health and safety training, and risk management initiatives based on position and responsibilities.

Cultural Safety and Respect

CatholicCare Victoria acknowledges the history, culture, diversity and value of all Aboriginal and Torres Strait Islander Peoples, and pays respect to their Elders past and present, as well as acknowledging future generations.

The position is required to work with Aboriginal and Torres Strait Islander Peoples in a culturally safe and respectful way.

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Safety of Children, Young People and Vulnerable Adults

CatholicCare Victoria is committed to the safety of children, young people and vulnerable adults.

The position is required to perform the responsibilities of the position adhering to the *Catholic Safeguarding Standards, National Principles for Child Safe Organisations, Child Safe Standards* and any other relevant standards and/or legislation.

Risk Management, Accreditation and Quality Improvement

The position is required to actively participate in risk management, accreditation and quality improvement processes, procedures, systems and initiatives, including reporting risks, incidents and feedback in a timely and responsible manner.

Policies, Procedures and Legislative Requirements

The position is required to undertake the responsibilities of the position adhering to all CatholicCare Victoria policies, procedures and practice guidelines and relevant standards and/or legislation including, but not limited to:

- *Employee code of conduct*
- information privacy and confidentiality;
- Equal Opportunity, anti-discrimination and anti-bullying; and
- inclusion and diversity.

Key Requirements

Qualifications and/or Training

1. Proven professional qualifications in Counselling, e.g. Psychology, Family Therapy, Counselling Graduate Diploma or other relevant tertiary studies.

Experience

2. Demonstrated experience in delivering child centered family focused and relationship counselling within current research-based industry accredited frameworks. Demonstrated knowledge and application of child safe legislation, principles, standards and practices.

Knowledge, Skills and Attributes

3. Demonstrated understanding of appropriate behaviours when engaging with children, including Aboriginal children, children with a disability and children from culturally and/or linguistically diverse backgrounds.
4. Promote participation of clients by active engagement, while acknowledging there are social and cultural constraints which may disempower some people.
5. An understanding of emotional intelligence and reflective practice, and the role they play in service delivery.
6. Capacity to travel within the Mallee region to provide out-posted service as determined.
7. Highly developed verbal and written communication skills and interpersonal and group work skills.

Child Safety

8. Demonstrated commitment to the safety of children, young people and adults in a respectful and inclusive environment for all diversity groups in accordance with the *Catholic Safeguarding Standards*,

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National Principles for Child Safe Organisations, Child Safe Standards and any other relevant legislation.

9. Demonstrated knowledge and application of child safe legislation, principles, standards and practices.
10. Demonstrated understanding of appropriate behaviours when engaging with children, including children with a disability and from culturally and/or linguistically diverse backgrounds.

Other Requirements

- Current driver's licence.
- Current Victorian Working with Children Check.
- Current Australia-wide Police Check.
- A Statutory Declaration (provided by CatholicCare Victoria) to declare that: you have not lived overseas for more than 12 months in one country; OR if you have lived overseas for more than 12 months, that you have no criminal history overseas.
- International Police Check (where applicable).
- Right to Work in Australia.

Please note, CatholicCare Victoria will conduct the Police Check/s.

It is the incumbent's responsibility to maintain a current valid Driver's Licence, Victorian Working with Children Check and Right to Work in Australia.

The incumbent is required to agree to undertaking a Police Check every three (3) years (or earlier to comply with specific contractual or legislative obligations and requirements).

Job Condition

The incumbent in this position is authorised to act as a family counsellor on behalf of CatholicCare Victoria in accordance with *Section 10C(1)(b)* of the *Family Law Act*.

Signatures

This section is to be signed upon appointment:

Name:	
Signature:	
Date:	

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