

## Position Description

Position Title	Counsellor / Case Manager
Department	Early Intervention Services
Program	Support and Case Management
Location	South
Classification	Level 4 of Relationships Australia Tasmania Enterprise Agreement 2015

### About Relationships Australia Tasmania

Relationships Australia Tasmania (RA Tas) is a leading provider of relationship support services. Our vision is for all Tasmanians to enjoy positive, respectful and fulfilling relationships. Our services are for everyone, regardless of race, social status, sexual orientation, gender identity or intersex status.

### Our Values

At Relationships Australia Tasmania we are guided by these values in everything we do:

- Willing to serve
- In it together
- People matter
- Looking forward

### Position Summary

The client services provided in Early Intervention Services are primarily focussed on working with individuals, children and families in response to any type of relationship or life issue and to improve their mental health and/or personal health & wellbeing.

The primary purpose of this position is to provide trauma-informed counselling and case management in a range of programs delivered by Relationships Australia Tasmania (RA Tas).

## Key Areas of Responsibility

- Provision of comprehensive therapeutic support and case management to individuals affected by complex trauma
- Provide professional and appropriate counselling to individuals, families and couples as required
- Work collaboratively with other agencies to deliver support to individuals affected by complex trauma
- Proactively work to meet agreed service targets
- Delivery of community education and/or group work as required
- Completion of required administrative work associated with client sessions, including maintaining accurate client data and files and working within RA Tas' fee policy
- Represent Relationships Australia Tasmania at meetings/events as required
- Any other duties as required and within the general scope of responsibilities of this position

## Position Relationships

Manager	Manager Support and Case Management (South)
Direct Report(s)	Nil
Other(s)	RA Tas clients, external organisation stakeholders, other practitioners and RA Tas staff

## Extent of Authority

The counsellor informs and guides to gain the acceptance of others regarding the practices, systems and processes required to achieve program and service delivery outcomes. Freedom to act is governed by clear objectives and/or budget constraints which may involve the contribution of knowledge in establishing procedures within clear objectives and/or budget constraints where there are no defined established procedures.

## Organisational Responsibilities

- Demonstrate professional workplace behaviours at all times in accordance with the organisation's Code of Conduct and Code of Ethics and adhere to all organisational policies, procedures, standards, practices and RA Tas values
- Assist RA Tas to create and maintain a safe and healthy work environment by working safely and adhering to all RA Tas Policy, procedures, standards and practices
- Actively participate in regular Supervision sessions in accordance with the RA Tas Supervision Model and positively engage in continued professional development activities
- As an employee of RA Tas you are required to promote a workplace environment that supports the rights of all employees to live free from violence and adhere to the RA Tas Family Violence Support Policy at all times
- Our organisation is a Child Safe organisation and takes child protection seriously. As an employee of RA Tas, you are required to meet the behaviour standards outlined in our Practice and Behaviour Guidelines

## Selection Criteria

### Essential Requirements (Skills, knowledge, experience, qualification(s) and/or training)

1. Degree in Social Work, Psychology or equivalent tertiary qualifications that are recognised to deliver therapeutic counselling services in accordance with agency requirements
2. Demonstrated experience in providing a broad range of trauma-informed counselling and case management services to those who may be impacted by a range of additional vulnerabilities
3. Knowledge and understanding of counselling theory and practice, including trauma-informed practice
4. Ability to communicate and engage with clients therapeutically and to assist clients with a broad range of intellectual abilities, motivational levels, and health profiles, and from a range of socio-economic backgrounds
5. Ability to maintain professional independence whilst also participating in a small multi-disciplinary team
6. Capacity to reflect on own practice, with supervisor, peers and self
7. Ability to work within and positively advance the mission and values of Relationships Australia Tasmania

### Desirable Attributes

1. Current drivers' licence
2. Computer literacy

## Special Requirements

- Appointment to this position will be subject to a current and satisfactory National Police Check and Working with Children Registration
- Some intrastate and interstate travel may be required in the position

## Working Conditions

- Some out of hours work may be required in order to satisfy operational requirements
- The position may involve working with people with challenging behaviours

## Approval

Jules Carroll

COO

February 2021