



## Job & Person Specification

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<b>Title of Position:</b>	Specialist Trauma Counsellor
<b>Classification:</b>	SCHADS 2010 Level 5
<b>Location:</b>	Metropolitan Adelaide
<b>Reports To:</b>	Program Manager, 1800RESPECT
<b>Job Status:</b>	TEMPORARY FIXED TERM TO 31 <sup>ST</sup> DECEMBER 2019

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### KEY PURPOSE OF THE POSITION

To work as part of a National telephone and online counselling team providing highly specialised services to those whose lives have been impacted by domestic and family violence and/or sexual assault. The positions will be working within an established national framework based on specialist knowledge and best practice principles. The position requires the highest level of professionalism, ethical behaviour and compassion

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### KEY WORKING RELATIONSHIPS

- Accountable to the Program Manager, 1800RESPECT and Specialist Trauma Clinical leads
  - Responsible to the Women's Safety Services SA (WSSSA) team for contributing to a productive environment that is based on WSSSA values and principles.
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### COMPETENCY PROFILE

- Understanding of contemporary gender issues pertinent to women's and children's health and wellbeing.
  - Experience working with women and children affected by domestic and/or family violence and/or sexual assault.
  - Understanding of systems and navigation of systems that facilitates quality outcomes for women and their children.
  - An understanding of social justice principles.
  - Ability to prioritise competing needs and demands of clients.
  - Commitment to the provision of therapeutic, trauma informed practices that prioritise safety and recovery
  - Interpersonal and relationship development skills.
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## KEY RESULT AREAS

### Service Responses

- Counsellors are responsible for assessing and providing appropriate trauma counselling to clients of the service experiencing either domestic and family violence or sexual assault, within a supportive and safe environment.
- Providing specialised counselling intervention, tools and models dependent on needs and ensuring work is carried out as per Medibank practice model.
- Delivery of specialised counselling specific to the needs of Aboriginal and Torres Strait Islander and CALD communities.
- Provision of referrals and other additional services and support, based on the needs of the clients.
- Meet statutory obligations as Mandatory Reporters in cases of children and young people at risk of harm.
- Escalate identified issues and clinical risks through the appropriate formal escalation channels.
- Adherence to a single session telephone based practice counselling framework as outlined in the Medibank Health Solution contract
- Recording all required data for internal information management systems and ensuring information is concise and secure.
- Undertake project and other activities as required, designed to improve the overall national service.
- Operate effectively as a member of the 1800RESPECT team, continuously improving concept and service delivery.

### Human Resources

- Contribute to service planning, assisting in the development of objectives and targets.
- Identify and participate in training and development opportunities as part of continued professional development.
- Seek out and participate in formal and informal supervision and team processes
- Actively participate on on-shift and individual supervision sessions, professional development, in-service training and team processes.
- Actively acquire knowledge about resources and services that support and enhance services to women and children.
- Contribute to building and maintaining a positive workplace culture, by sharing knowledge and experience with colleagues.
- Adhere to legislative requirements that inform the management of WSSSA workforce.

### Finance

- To keep appropriate records and receipts for purchases made as outlined by WSSSA guidelines.



## Organisational Processes

- Ensure case notes meet legislative and organisational requirements, and that they are up to date at all times.
- Implementation and adherence to Department of Human Services, Medibank Health Solutions and WSSSA requirements in relation to data collection and management.
- Maintain the confidential preparation and storage of accurate, organised and up to date therapeutic intervention notes.
- Support the development, maintenance and compliance of best practice WH&S policies and guidelines, recommending improvements to systems to minimise work place hazards and ensure safe work practices.
- Participate in quality improvement programs and activities to meet Quality Assurance Standards.
- As a Public Officer as per the Independent Commissioner Against Corruption (ICAC) definition you have a mandatory reporting obligation to report to the Office for Public Integrity (OPI) any conduct that you reasonably suspect raises an issue of corruption, or serious or systematic misconduct or maladministration in public administration. As a Public Office your own conduct could be subject of a report to the OPI and as a result you could be investigated for corruption.

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## Person Specification

### ESSENTIAL REQUIREMENTS/SELECTION CRITERIA

- Minimum 3 year tertiary qualification in counselling, psychology, social work, behavioural sciences or a related field is essential.
- Eligible for full membership of relevant professional association
- 3yrs minimum trauma specialist counselling experience or full time equivalent experience in specialised sexual assault, domestic and family violence counselling.
- Experience in the delivery of telephone and/or online counselling services
- Experience and understanding of issues relating to service delivery with an agency that is committed to socially and culturally inclusive practices.
- Understanding of Federal and State based legislation including child protection legislation relevant to service delivery
- Demonstrated ability to work in a fast paced and high demand work environment, including working within agreed timeline parameters.
- Well-developed oral and written communication skills including the ability to communicate effectively with a diverse range of cultural and social groups.
- Intermediate use of Microsoft office suite and keyboard skills



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### **SPECIAL CONDITIONS**

- The incumbent must be willing to undergo appropriate security clearance checks both state and nationally based.
  - Must be available to work over a variety of shift times, including weekends and public holidays
  - The incumbent must be available for compulsory training prior to the commencement of employment
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### **ACKNOWLEDGEMENT**

I ACKNOWLEDGE that I have read and understand the responsibilities and expectations as set out below.

Signed by Employee: \_\_\_\_\_

Name of Employee: \_\_\_\_\_

Date:    /    /

Signed by General Manager of Corporate Services: \_\_\_\_\_

Date:    /    /