



Women's Safety Services SA
Job & Person Specification –Service Delivery

Position Title:	Specialist Trauma Counsellor – 1800 Respect		
Classification:	Level 5, SCHADS Award		
Location:	Mile End/ Head Office		
Last Reviewed	07/09/2020	Review Due	07/09/2021

Role Reports to:	Reports to Program Manager, 1800 Respect
Direct Reports:	<ul style="list-style-type: none">• N/A

KEY PURPOSE OF THE POSITION

Specialist Trauma Counsellors provide specialised support via a National telephone and online counselling service to those whose lives have been impacted by domestic and family violence and/or sexual assault. These roles work within an established national framework, providing support that is based on specialist knowledge and best practice principles in relation to domestic and family violence. The position requires the highest level of professionalism, confidentiality, and empathy and compassion for 1800 Respect clients.

THE ORGANISATION

WSSSA is a women's and children's domestic and family violence service that provides an integrated response to its clients through the provision of specialised, accessible and flexible models of service delivery. WSSSA has a strong and varied history, delivering services across diverse cultures and backgrounds. Our practice model is underpinned by a safety first approach which seeks to ensure that the safety and empowerment of women and their children is paramount in all aspects of service delivery and advocacy.

VALUES AND PRINCIPLES

We value and are committed to:

- Safety
- Diversity and Equity
- Respect
- Responsiveness, Flexibility and Innovation
- Knowledge and Accountability
- Community responsibility

KEY WORKING RELATIONSHIPS

- Program Manager, 1800 Respect
- Executive Manager, National and State-wide Program's
- 1800 Respect Team



- All WSSSA staff
- Clients of 1800 Respect

KEY RESULT AREAS

- Assessment of client needs, and the provision of trauma counselling to clients who are experiencing domestic and family violence and/or sexual assault;
- Provision of specialist counselling interventions, tools and models, dependent on need and as per the Medibank practice model;
- Initiate referrals and other additional services and support, based on an individual client's needs;
- Adherence to a single session telephone based practice counselling framework as outlined in the Medibank contract;
- Ensure case notes and therapeutic intervention notes meet legislative and organisational requirements, are completed in a timely and accurate manner, and adhere to data collection and management protocols; and
- Undertake project and other tasks as required, which are designed to improve the overall National 1800 Respect service.

PERSON SPECIFICATION

Essential Qualifications

- Tertiary qualification in Social Work, Psychology or Counselling, behavioural sciences or related is essential.

Competencies and Experience

- Significant knowledge and experience in Specialist Trauma Counselling or in specialised sexual assault, or domestic and family violence counselling;
- Experience in the delivery of telephone and/ or online counselling services;
- Well-developed oral and written communication skills including the ability to communicate effectively with a diverse range of cultural and social groups;
- Sound understanding of Federal and State based legislation, including child protection legislation as is relevant to service delivery;
- Demonstrated ability to work with attention to detail in a high demand environment, whilst adhering to client service protocols, and the ability to work within agreed timeframes;
- Sound IT systems knowledge, including exposure to the use of client record databases, and intermediate skills in the Microsoft suite of products;
- Excellent knowledge of the theoretical approaches applicable when working with women and children experiencing domestic and family violence;
- High level of adaptability and the initiative to work independently, and as part of a team; and
- Ability to maintain a high degree of confidentiality, integrity and honesty.



SPECIAL CONDITIONS	
<ul style="list-style-type: none">• Current full Driver's License and able to drive;• The incumbent is required to satisfactorily complete a Department Human Services Child Related Screening and National Police Check;• Must be flexible to work shift work as required and negotiated, within a 24/7 environment; and• Flexibility to work cross functionally, and/ or move between WSSSA programs as required, to ensure the achievement of service and operational requirements across the organisation.	
GENERAL DUTIES & RESPONSIBILITIES	
<ul style="list-style-type: none">• Promote and implement high quality services to clients of WSSSA in alignment with WSSSA Practice Model, Service Delivery policies and procedures, WSSSA values and WSSSA Code of Conduct.• Faithfully and diligently, perform the duties consistent with this position as may be varied from time to time by the organisation.• Comply with all laws applicable to the performance of this position and not to enter into any arrangements or understandings that conflict with your duties as a team member of the organisation.• Ensure the health and safety of yourself and others by complying with WSSSA's Work, Health & Safety policies, procedures and guidelines.	
Duty as a Public Officer	
<ul style="list-style-type: none">• 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 and issue of corruption, or serious or systematic misconduct or maladministration in public administration. As a Public Officer your own conduct could be subject of a report to the OPI and as a result you could be investigated for corruption.	

Prepared by Name: Rachel Lucas Role Title: People & Culture Manager	Date: 07/09/2020
Approved by Name: Role Title:	Date: