



POSITION	Counsellor - Specialist Family Support
REPORTS TO	Manager of Counselling Services

Our Organisation

The Whitsunday Counselling and Support Inc has been providing support and advocacy to people impacted by domestic and family violence and sexual assault for over 30 years in the Whitsunday region. We provide a range of programmes to service users and the community aimed at reducing the impact and incidence of community, domestic, family, and sexual violence in the Whitsunday region.

The services provided by Whitsunday Counselling & Support Inc include supported accommodation programs, a sexual assault program, a specialist counselling service, intensive family support and women's health and wellbeing program, court support, and specialist family counselling.

Whitsunday Counselling and Support Inc uses a respectful, developmentally appropriate, culturally appropriate and non-judgemental approach.

Our services are primarily funded by the Department of Families, Seniors & Disability Services, Child Safety & the Prevention of Domestic Violence

Position Overview

This position involves providing specialist family counselling to vulnerable families within the Whitsunday region.

The Targeted Family Support program (TFS) is a government funded secondary tier program which is better known as the Specialist Family Counselling program (SFC) within the Whitsunday Counselling and Support Service.

The aims of the program is to reduce harm or risk of harm to children and young people, prevent crisis's or problems within families from arising or escalating, and to stabilise or maintain the family wellbeing. This is achieved by working with the whole family to build their capacity to nurture, care for and protect their children, improve the wellbeing and the safety of the children, young people and whole of family, and to connect the family to support services if appropriate.

It also aims to strengthen and assist families who are at risk of entering into the child protection system.

The program is voluntary and consent based, and works with families who have children aged up to 18 years old.

The role involves advocacy, case management and counselling skills.

The role would focus on the following responsibilities:

Clinical Responsibilities

- Engage with families that have been referred to SFC and provide counselling, advocacy and support to families experiencing challenges which make them vulnerable to entering into the child protection system.
- Use a case management framework to complete referrals for the family to support services, assist to develop parenting skills and advocate for families to other agencies when needed.
- Complete assessments, create case plans and provide therapy in the form of counselling to families.
- Maintain service delivery practices that are relevant to all associated legislation relating to domestic violence, sexual assault and child protection requirements.
- Assist with the development and implementation of appropriate resources relevant to client and programme needs.
- Ensure client interventions and case management services are culturally safe, strengths-based, solution-focused and trauma-informed with a focus on engagement, respectful relationships and practical outcomes.
- Contribute to a service culture of participation, empowerment and informed decision making; ensuring client rights are acknowledged while fostering respectful relationships and positive self-care.
- In line with the duty of care considerations and with a prevention focus, undertake safety audits and implement response plans to address family violence, self-harm, suicide, aggression and or child safety concerns.
- Participate in focused work developing and coordinating community education, awareness and events.

Other Clinical Responsibilities

- Maintain accurate and timely files, case notes and documents. Ensure clients files, service documentation, and databases are up to date in keeping with the WCS policies and procedures, funding and legal requirements.
- Maintain a case load.
- Have a commitment to supervision and professional development.
- Liaise and work collaboratively with government and non-government agencies where we can advocate for clients, increase safety and progress client goals as falls within confidentiality and information sharing guidelines set out in WCS policies and procedures.
- Represent WCS Inc. positively in stakeholder meetings and activities as directed.

Organisational Responsibilities

- Adhere to the Code of Conduct in a manner that is consistent with both its spirit and intent.
- Adhere to all organisational policies, procedures, standards and practices.
- Act only in ways that advances WCS objectives, values and reputation.
- Participate in meetings, community events, networking opportunities.
- Actively apply human rights legislation and child safe practices in all activities undertaken.
- Perform other duties, consistent with skills and experience, as directed by the reporting manager.

Qualification Requirements

- Minimum qualification in Diploma of Counselling required; or
- A university degree or above in Social Sciences, Social Work, Psychology or other related discipline is desirable.
- Mandatory to commence employment – Blue Card (QLD clearance to work with children)
Applicants must have a current Queensland Blue Card before commencing employment with Whitsunday Counselling and Support Inc.
- Eligible for membership with AASW, APS or ACA (or currently working towards gaining membership) is desirable.

- At least 2 years demonstrated experience providing counselling/therapeutic support is essential.
- A sound knowledge of the impact of domestic and family violence is desirable.
- Current drivers' licence is desirable.

Selection Criteria

- Demonstrated experience providing counselling to vulnerable families.
- Demonstrated knowledge and understanding of the impact that domestic and family violence may have on a family's functioning and on children.
- Demonstrated ability to engage positively with families and have robust communication skills including with community members and stakeholders.
- Demonstrated experience working within a trauma informed practice framework or the ability to acquire that knowledge.
- The ability to undertake comprehensive risk analysis and assessments pertaining to child safety concerns/high risk domestic violence situations.
- Demonstrate a commitment to building and fostering a workplace culture that is positive, empowering and promotes respectful relationships.

Working Conditions:

Outlined below are the periods of hours generally worked; however, the Manager of Counselling Services & WCS Management Committee reserve the right to vary these hours in order to meet the requirements of the business.

- Office hours operate between 9 am- 5 pm, ordinary business hours; however, at times, you will be required to work outside of the ordinary hours, between 8 am and 6 pm to best meet your service user's needs.
- Participation in rostered 24 hours on-call service is required
- Flexible working hours will be considered, and toil is available
- Salary sacrificing options are available which may greatly increase remuneration
- WCS Inc is located in Cannonvale, with an additional office in Bowen. The regional centres which are covered the organisation include but are not limited to, Airlie Beach, Proserpine, Bowen and Collinsville. Travel to any of these locations may be required by the Counsellor– Specialist Family Support.
- Probation period is 6 months

Signed: Employee

Signed: Manager Counselling Services

Date:_____

Date:_____