



POSITION	Domestic Family Violence Women’s Health & Wellbeing Therapeutic Case Manager QPS Embedded Worker- Bowen or Cannonvale
REPORTS TO	Manager of Counselling Services

Our Organisation

Whitsunday Counselling and Support Inc has been providing compassionate support and advocacy to people impacted by domestic and family violence and sexual assault for over 30 years across the Whitsunday region. Our mission is to reduce the impact and incidence of domestic, family, and sexual violence through a broad range of evidence-informed programs, community initiatives, and preventative strategies.

We are the only dedicated Domestic and Family Violence service in the region, providing flexible, client-centred support to individuals, families, and children with diverse needs and circumstances. Our programs are designed to address the complexity of experiences, empower clients, and promote positive, lasting change and include, but are not limited too sexual violence programs, specialist counselling service, intensive family support, women’s health and wellbeing program, court support, specialist family counselling, group programs and supported accommodation programs.

Our approach is grounded in respect, cultural safety, developmental appropriateness, and non-judgmental practice, ensuring all clients feel heard, supported, and empowered.

Our services are primarily funded by the Department of Families, Seniors, Disability Services and Child Safety, enabling us to deliver sustainable, high-quality support. By combining crisis intervention, therapeutic support, and preventative initiatives, Whitsunday Counselling and Support Inc plays a pivotal role in building safer, stronger families and communities throughout the Whitsunday region.

Position Overview

This position involves providing professional specialised counselling and therapeutic case management to adults and children who have experienced domestic and family and/or sexual violence. Therapeutic counselling involves empowering people who were or may still be impacted by experiences of sexual violence and/or domestic and family violence.

These programs offered by Whitsunday Counselling & Support aid service users to feel safe and supported in their journey to recovery.

The program is able to offer support to victims of sexual violence, their family and friends who are aged 12 years and above, and to all genders.

Support provided to victims of domestic and family violence include men and women, children, and teenagers. Therapeutic support is also offered to female perpetrators of domestic and family violence.

Clinical Responsibilities

Tasks include, but are not limited to the following:

- Provide advocacy for service users in court, and assist with completing domestic and family violence orders.
- Client intake and assessment, therapeutic case management, case planning, and ongoing counselling and support as required.
- Provide immediate and ongoing therapeutic support to assist adults affected by sexual violence at any time in their lives, assist them, their family, and friends to improve their personal safety, and ensure they have access to the healing, justice and support they need to rebuild their lives.
- To provide counselling that is trauma-informed on a one-to-one basis or in a group setting. Support offered to service users will be strengths based, client centred and child focused.
- Assist service users to develop a safety plan for their own personal safety and for their close family members.
- Provide therapeutic counselling which is culturally safe, and is age/developmentally appropriate.
- Deliver relevant educational programs to victims of sexual abuse and sexual Violence, and to those recovering from domestic and family violence.
- Ensure the provision of quality educational and awareness initiatives are delivered in the areas of Domestic Violence, Sexual Violence, Court Support, and prevention of harm to children and youth, to the broader local community (Community Development Programs)
- Maintain service delivery practices that are relevant to all associated legislation relating to domestic violence, sexual Violence, and child protection requirements.
- Assist with the development and implementation of appropriate resources relevant to client and programme needs.
- 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.
- 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.
- Demonstrate 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 including leading the DFV Integrated Services Meetings and DVAG 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 right 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.
- A sound knowledge of the impact of domestic and family violence is desirable.
- At least 2 years demonstrated experience working in a domestic and family violence field.
- Eligible for membership with AASW, APS or ACA (or currently working towards gaining membership) 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.
- Current drivers' licence is desirable.



Selection Criteria

Demonstrated experience working in a case management position with 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.

Work Environment

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.
- WCS Inc main office 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.
- This position will be located at the either the Cannonvale or Bowen office, and you will be required to work between both offices and the Bowen and Cannonvale Police Station where we provide an embedded worker services Monday to Friday. A WCS vehicle is supplied for travel between the services.
- Flexible working hours will be considered, and toil is available
- Salary sacrificing options are available which may greatly increase remuneration
- Probation period is 6 months

Signed: Employee

Signed: Manager Administrative Services

Date

Date