



Position Description

v3.7

POSITION TITLE: Counsellor – Engaging Families	
FTE:	0.5 (19 hours per week)
Classification:	Band 3.1.2, years 1-3 SCHADS Level 5
Division:	Health & Community Services
Program:	Family Violence, Homelessness & Therapeutic Services
Location:	Site based, with the option of hybrid working in accordance with the Windermere Ways of Working with your primary location being the South Eastern Melbourne region, including outreach to support consumers. Windermere reserves the right to request you to work at any Windermere location, including our main offices at Narre Warren and Pakenham.
Tenure:	31 January 2027
Date:	January 2026

1. About Windermere

Windermere is an independent, not for profit community service organisation working across Victoria including key regional locations.

We believe that everyone is someone in our community and we deliver services through critical partnerships with governments in the areas of:

- 1. Family Wellbeing** to help families achieve safety and stability
- 2. Disability Support** to enable people of all abilities to participate in their communities
- 3. Development & Early Childhood Education** to help children reach their full potential
- 4. Victims Assistance** to support victims of trauma, assault and/or violent crime
- 5. Community Strengthening** to respond quickly to emergencies, disasters and emergent needs.

2. Our Purpose, Vision and Values

Our Purpose: We get in early to make a difference in the lives of individuals, families and communities.

Our Vision: A stronger, connected and supported community.

Our Promise: Our many services working together with you for a better life.

3. Our Commitment to our Employees

At Windermere, we live our values and care about:

- Our consumers and our people, offering the support and flexibility we all need to thrive
- Creating inclusive environments that celebrate diversity and affirm authenticity
- Supporting career development and nurturing potential



4. Key result areas, responsibilities and performance measures

Key Result Areas	Responsibilities	Performance Measures
Effective Counselling & Assessment	<ul style="list-style-type: none">• To provide specialised counselling to consumers presenting with a history of family violence and/or sexual assault, with specialisation in working with sexual assault.• To provide short, medium and longer term engagement with consumers, as negotiated with Senior Counsellor and Manager• To provide written reports to a number of external agencies including Family Court, DFFH, VOCAT, DEECD as required• To fully integrate MARAM into work with consumers both as allocated and on the Demand Register (wait-list)• Face to face Counselling sessions with consumers.• To facilitate (or co-facilitate as required) face -to-face groups, as requested and negotiated with the Manager.• To work alongside other Windermere departments and programs to offer a full suite of services for consumers	<ul style="list-style-type: none">• Demonstrate experience in working within the field of sexual assault and Family Violence.• Case load of five direct client sessions or activities booked per working day• Development and achievement of a treatment plan in order to achieve positive outcomes• Provide professional reports as required• Call consumers on the Demand Register to ensure those awaiting service receive active holding, with the use of MARAM as applicable• Provide professional and trauma informed counselling sessions face to face• Facilitate, or be a guest presenter, on at least one group program per term (as negotiated with the Manager)
Effective Administration	<ul style="list-style-type: none">• To undertake administrative requirements which include file management, liaison with other workers/professionals and the	<ul style="list-style-type: none">• Maintain accurate case files, including assessment documentation, case noting and treatment plans, in a

	<ul style="list-style-type: none"> • maintenance of IRIS files and other databases as required • To ensure accurate and timely data recording 	<ul style="list-style-type: none"> • manner that will meet all auditing requirements of Windermere & funding bodies – this includes adhering to Windermere’s case noting policy. • Maintain data, case notes and hours on IRIS (and/or other databases/CRMs as required) in a timely manner • Practice effective time management utilizing outlook and other tools as appropriate
<p>Organisational expectations and directives in relation to policies and procedures and the organisation’s purpose, vision and values.</p>	<ul style="list-style-type: none"> • Familiarise yourself with and adhere to Windermere’s Policies and Procedures, including the Code of Conduct, Human Resources policies and guidelines and Occupational Health and Safety obligations. • Demonstrate dedication and commitment to work in accordance with Windermere’s values and behaviours. • Attend prearranged dates scheduled for supervision and organisation wide training, including organisation forums and on line induction and be actively involved in the 6-week induction review, 3 and 6-month probationary reviews and a recurring annual performance review with the relevant supervisor. • Contribute to or participate in Continuous Quality Improvement (CQI) activities of the organisation, and will implement CQI strategies into their work practices. • Meet the challenges of change as it occurs within the service and organisation. • Attend or complete foundation and position specific training 	<ul style="list-style-type: none"> • Ensure policies, procedures and codes are complied with at all times. • Ensure all interactions are undertaken in accordance with the behaviours set, as outlined in the Code of Conduct. • 100% attendance at performance reviews. • Completion of induction and orientation within set timeframes. • Positively embrace and adopt change as it occurs. • Ensure arrangements are made so that 100% of courses are attended or completed. • Report risk to the appropriate Windermere personnel and utilise current risk management tools and procedures available. • Protect the rights, safety and wellbeing of children and provide a child safe environment.

	<p>courses set by the organisation and attend or complete discretionary training as approved by the supervisor.</p> <ul style="list-style-type: none"> Actively assess, manage and where possible mitigate workplace risk including (OH+S), consumer related risk, reputation risk and personal risk. 	
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The employee will be expected to perform other duties outside those set in this position description as directed from time to time which are within the employee's skill, qualification, experience and competence level to meet the organisation's operational needs.

This position description may be amended from time to time at the organisation's discretion. Where there is inconsistency between KPIs in this position description and those within the Organisation Objectives, the Organisation Objectives will stand.

Windermere is committed to creating equitable environments for consumers and employees, this by building diverse and inclusive services and workspaces, where all peoples from Aboriginal & Torres Strait Islander, CALD, LGBTIQ+ Communities and those living with disability will know and feel accepted, affirmed, safe and celebrated. Windermere is delivering this through the continued development and implementation of our Welcoming and Inclusion Strategy as we seek to provide a diverse workforce at all levels.

5. Capability Framework Mapping

Our GROW Capability Framework describes the capabilities and associated behaviours expected of Windermere employees to be successful in their role. These capabilities and behaviours are aligned to Windermere's values and are essential for the delivery of Windermere's Strategic Plan. GROW gives our workforce of enablers a shared language to describe the capabilities needed to perform work at varying levels across different teams and roles. It sets standards regarding day to day work practices in all areas of workforce management including:



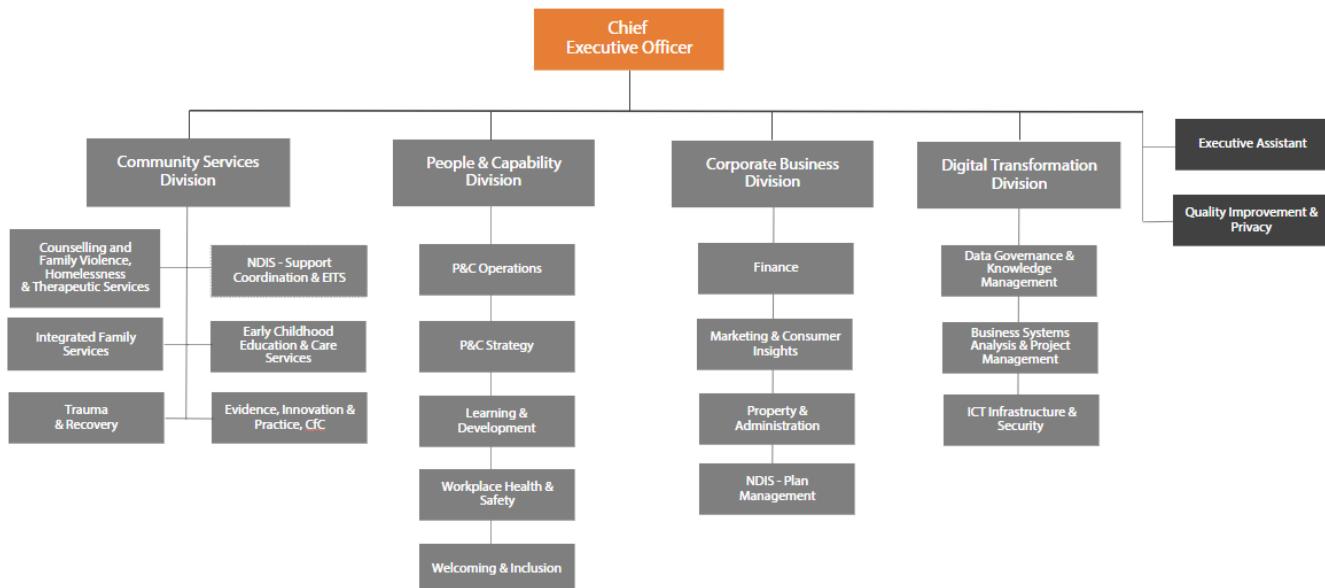
- standardised job design and role descriptions where capability requirements align with the purpose, accountabilities and challenges of a role
- recruitment practices that focus on assessing a person's capabilities at the level needed for a role
- performance development and coaching practices that help managers and staff to have a clear and common understanding of role expectations and areas for development
- mobility, where common descriptions of role requirements and capabilities help staff move between roles • learning and development activities aligned to specific capabilities
- career planning conversations and activities that focus on developing capabilities to help staff progress to new roles • workforce planning by identifying current and future workforce capability needs and gaps

This position has been mapped as follows:

Priority	Capability Group	Proficiency Level
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1		Service Delivery	Foundation
2		Adaptability	Intermediate
3		Collaboration	Foundation
4		Leadership	Foundation
5		Innovation & Continuous Improvement	Foundation
6		Vision & Strategic Drive	Foundation

6. Organisational relationships



Line Manager:	Program Leader – Family Violence & HSS
Supervises:	Nil
Internal relationships:	All Windermere staff
External relationships:	All stakeholder, partners, alliance and governing bodies.

7. Key selection criteria

- Tertiary Qualified Psychologist, Family Therapist, Social Worker or Counsellor with proven experience within the trauma, family violence and/or sexual assault field
- Minimum two years' experience in counselling – Specialised sexual assault counselling experience is desired
- Experience in the delivery of services that aim to break the cycle of violence for adults, children and young people experiencing or recovering from family violence by enhancing coping skills and self-esteem and facilitating the development of non-violent life strategies
- Knowledge of and experience using multiple therapeutic frameworks and skills relevant to working with adults, children and young people impacted by sexual assault and Family Violence
- Demonstrated understanding of the impact of Family Violence, sexual assault and working with children who display harmful sexual behaviours.

- Demonstrated understanding of trauma informed practice
- Demonstrated assessment skills, including psychosocial assessment and the MARAM framework.
- Highly developed written and verbal communication skills. Able to maintain client files and databases. Ability to prepare written reports.
- Planning and organising – excellent time management and organizational skills. Ability to work under pressure
- Willingness to promote and support practices that are inclusive, culturally responsive, safe and accessible.
- Current Victorian Drivers' Licence
- Willingness to undertake relevant pre-employment screening and checks - including Police Check, Pre-Employment Medical and Working with Children's check
- Right to Work in Australia e.g. Australian Citizen, Permanent Resident or Visa holder with full working rights

8. Application details

To ensure your application is considered please include the following information:

- Cover Letter addressing the Key Selection Criteria
- Current Resume

9. Acceptance

I have read this Position Description (PD) and agree to undertake the duties and responsibilities listed above.

I acknowledge that:

- Additional or other duties and responsibilities of a similar level of capability may be allocated to me during my course of employment. Where needed I will be provided with additional training and support as per the Learning and Development policy.
- This PD will be reviewed regularly in consultation with me.
- The Key Performance Indicators (KPIs), where included in this PD, are indicative. KPIs will be set by my Supervisor or Manager in discussion with me, for each year or another set period.

Occupant:

Name: _____

Signature: _____ Date: _____