

<b>POSITION TITLE:</b>	<b>Counsellor</b>
<b>FTE:</b>	<b>1.0</b>
<b>CLASSIFICATION:</b>	<b>Band 3.1.2</b>
<b>DIVISION:</b>	<b>Health &amp; Community Services</b>
<b>PROGRAM:</b>	<b>Counselling</b>
<b>LOCATION:</b>	<p>Hybrid, in accordance with the Windermere Ways of Working with your primary location being Southern Melbourne, including outreach to support consumers (if applicable to your position).</p> <p>Windermere reserves the right to request you to work at any Windermere location, including our main offices at Narre Warren and Pakenham.</p>
<b>TENURE:</b>	<b>Fixed Term Full-time until June 30<sup>th</sup> 2025</b>
<b>DATE:</b>	<b>Sept 2024</b>

## 1. ABOUT WINDERMERE

Windermere is an independent, not for profit community service organisation working across Victoria including key regional locations, to help those who need it most. Established in 1992, our aim remains constant; to build stronger, connected and supported communities.

Working together with our community, we deliver many services through critical partnerships with government to meet our purpose.

We aim to get in early to help children, families and individuals find the best solutions for their varied and complex issues.

Our support comes in many forms with a focus on intervention, prevention and education to make a difference in the areas of:

1. **Family Wellbeing** by promoting positive behavioural changes, providing parenting supports and responding to violence and/or neglect to achieve safety and stability
2. **Disability Support** by providing assistance to identify the right supports and goals that matter most to enable people of all abilities to actively participate in their communities
3. **Development & Early Childhood Education** by delivering accredited quality early childhood and care services and specialist early intervention services to help children reach their full potential
4. **Victims Assistance** by providing timely and ongoing practical and emotional support for victims of trauma, assault and/or violent crime
5. **Community Strengthening** by mobilising support services to respond quickly to emergencies, disasters and emergent needs.

We believe that everyone is someone in our community and this is reflected in our approach with those we work with every day.

## 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. KEY RESULT AREAS, RESPONSIBILITIES AND PERFORMANCE MEASURES**

<b>Key Result Areas</b>	<b>Responsibilities</b>	<b>Performance Measures</b>
<b>Effective Counselling &amp; Assessment</b>	<p>To provide specialised counselling to consumers presenting with a history of sexual assault and Family Violence, with specialisation in working with sexual assault.</p> <p>To provide up to 6x counselling sessions per consumer. Medium term support will be considered in consultation with Senior Counsellor and Manager</p> <p>To provide written reports to a number of external agencies including Family Court, DFFH, VOCAT, DEECD as required</p> <p>To fully integrate MARAM into work with consumers both as allocated and on the Demand Register (wait-list)</p> <p>Face to face Counselling sessions with consumers.</p> <p>To facilitate (or co-facilitate as required) face -to-face groups, as requested and negotiated with the Manager.</p> <p>To work alongside other Windermere departments and programs to offer a full suite of services for consumers</p>	<p>Demonstrate experience in working within the field of sexual assault and Family Violence.</p> <p>Case load of 5 direct client sessions or activities booked per working day.</p> <p>Support the development and achievement of a treatment plan in order to achieve positive outcomes</p> <p>Provide professional reports as required</p> <p>Call consumers on the Demand Register to ensure those awaiting service receive active holding, with the use of MARAM as applicable</p> <p>Provide professional and trauma informed counselling sessions face to face</p> <p>Facilitate, or be a guest presenter, on at least one group program per term (as negotiated with the Manager)</p>
<b>Effective Administration</b>	<p>To undertake administrative requirements which include file management, liaison with other workers/professionals and the maintenance of IRIS files and other databases as required</p> <p>To ensure accurate and timely data recording</p>	<p>Maintain accurate case files, including assessment documentation, case noting and treatment plans, in a manner that will meet all auditing requirements of Windermere &amp; funding bodies – this includes adhering to Windermere’s case noting policy.</p> <p>Maintain data, case notes and hours on IRIS (and/or other databases/CRMs as required) in a timely manner.</p> <p>Practice effective time management utilizing outlook and other tools as appropriate</p>
<b>Organisational expectations and directives in relation to policies</b>	Familiarise yourself with and adhere to Windermere’s Policies and Procedures,	Ensure policies, procedures and codes are complied with at all times.

<p><b>and procedures and the organisation’s purpose, vision and values.</b></p>	<p>including the Code of Conduct, Human Resources policies and guidelines and Occupational Health and Safety obligations.</p> <p>Demonstrate dedication and commitment to work in accordance with Windermere’s values and behaviours.</p> <p>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.</p> <p>Contribute to or participate in Continuous Quality Improvement (CQI) activities of the organisation, and will implement CQI strategies into their work practices.</p> <p>Meet the challenges of change as it occurs within the service and organisation.</p> <p>Attend or complete foundation and position specific training courses set by the organisation and attend or complete discretionary training as approved by the supervisor.</p> <p>Actively assess, manage and where possible mitigate workplace risk including (OH+S), consumer related risk, reputation risk and personal risk.</p>	<p>Ensure all interactions are undertaken in accordance with the behaviours set, as outlined in the Code of Conduct.</p> <p>100% attendance at performance reviews.</p> <p>Completion of induction and orientation within set timeframes.</p> <p>Positively embrace and adopt change as it occurs.</p> <p>Ensure arrangements are made so that 100% of courses are attended or completed.</p> <p>Report risk to the appropriate Windermere personnel and utilise current risk management tools and procedures available.</p> <p>Protect the rights, safety and wellbeing of children and provide a child safe environment.</p>
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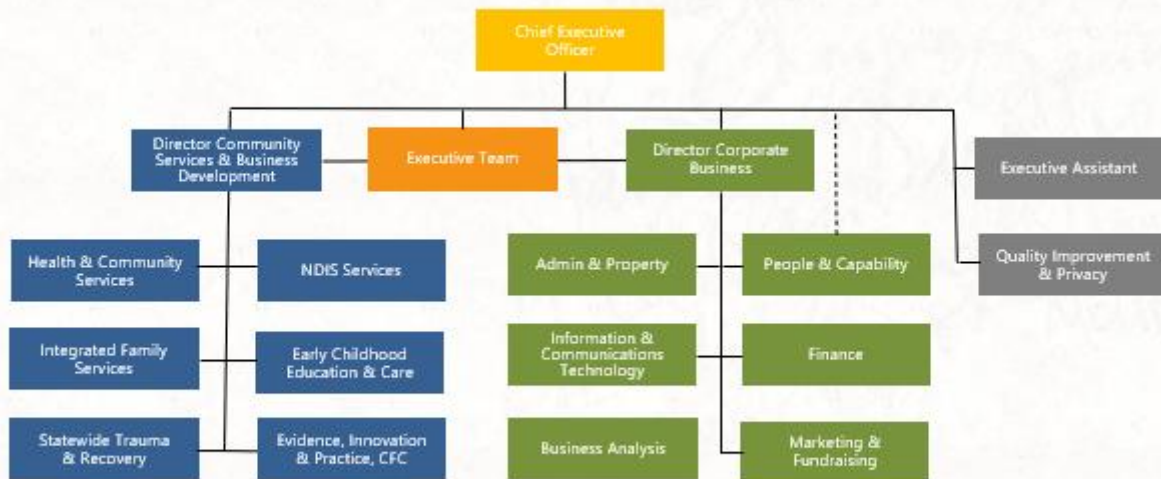
The employee will be expected to perform other duties outside those set in the position description as directed from time to time which are within the employee’s skill, qualification, experience and competence level to meet the organisation’s operational needs.

The 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 equity & equality for consumers and employees, this by building diverse and inclusive services and work environments, 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.

**4. ORGANISATIONAL RELATIONSHIPS**

## Organisation Structure



**LINE MANAGER:** Senior Counsellor - Counselling

**SUPERVISES:** NIL

**INTERNAL RELATIONSHIPS:** All Windermere Staff

**EXTERNAL RELATIONSHIPS:** All Stakeholder, partners, Alliance and Governing Bodies.

### 5. KEY SELECTION CRITERIA

- Tertiary Qualified Psychologist, 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.
- 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 sexual assault and Family Violence.
- 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.
- Right to Work in Australia e.g. Australian Citizen, Permanent Resident or Visa holder with full working rights

### 6. APPLICATION DETAILS

To maximise your opportunity for employment, it is recommended that you provide the following information:

- Covering application letter briefly addressing the Key Selection Criteria
- Current Resume

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I have read this document and agree to undertake the duties and responsibilities listed above.

I acknowledge that:

- The PD is an indication of the duties and responsibilities that I may be required to undertake. Additional or other duties and responsibilities may be allocated to me. Where additional training and support is required to fulfil extra or other duties of a similar level of responsibility, it will be provided within the guidelines of Windermere's Training and Development policy.
- The PD will be reviewed regularly in consultation with me.
- The Key Performance Indicators (KPIs), where included in this document, are indicative. KPIs will be set by the immediate supervisor in discussion with me, for each year (or another set period) and my performance reviewed against those KPIs.

**Occupant:**

Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_