

POSITION TITLE:	Senior Counsellor
FTE:	0.6 FTE
CLASSIFICATION:	3.1.3
DIVISION:	Health and Community Services, Community Services Division
PROGRAM:	Family Violence, Homelessness and Therapeutic Services
LOCATION:	Hybrid, in accordance with the Windermere Ways of Working with your primary location being the South Eastern region, including outreach to support consumers (if applicable to your position). Windermere reserves the right to request you to work at any Windermere location, including our main offices at Narre Warren and Pakenham.
TENURE:	Ongoing
DATE:	June 2025

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

Key Result Areas	Responsibilities	Performance Measures
Specialist Family Violence and Sexual Assault Therapeutic Service delivery	<ul style="list-style-type: none">• Deliver counselling case load, to be determined by Program Leader and Manager• Liaise with Manager, Program Leader and rapid response team to support effective triage and allocation of consumers across the team• Under the direction of the Manager and Program Leader, assist with service specific induction that complements agency induction and foundation learning modules.• Advise Program Leader and Manager of any staff management or critical issues• Advise Program Leader of any critical issues, including timely advice of any consumer complaints.• Assist staff in provision of a high-quality holistic service that meets the practical, physical, emotional, and psychological needs of consumers• Work with Program Leader to identify and support staff to complete or review risk assessments for consumers.• Contribute to the Family Violence, Homelessness and Therapeutic Services Program's continuous quality improvement through the development, implementation and review of program processes and procedures.• Assist with rostered Rapid Response duties as directed.• Keep accurate and up to date consumer files and case notes as per Windermere policy• Seek guidance and advice in relation to difficult situations within an appropriate time frame from the program leader and Manager.• Work in alignment with the MARAMIS framework and in accordance with MARAM procedures to assess and manage family violence risk.	<ul style="list-style-type: none">• Minimum 2 days per week providing therapeutic support to consumers.• Good understanding of targets and criteria for service• Brokerage utilised to support consumer outcomes in accordance with brokerage guidelines and budget and all documentation is completed accurately and in a timely manner.• Staff are supported to work effectively and manage their time well.• Consumer satisfaction feedback is rated at 85% or higher.• Consumer records, case notes and data are accurate and up to date.• Complete own consumer related administrative tasks within the required time frames. Example data and case notes.• Liaise with other service providers when needed.

Staff Supervision	<ul style="list-style-type: none"> • Provide clinical supervision to Counsellors that guide and supports enhancement of skills, knowledge and practice. • Support staff with service delivery such as debriefing, crisis management and escalating OHS and Risk issues identified • Identify professional development opportunities for team and discuss with Program Leader and Manager. • Understanding of the MARAMIS Framework and implementation in practice with Counsellors. 	<ul style="list-style-type: none"> • Regular individual supervision sessions with delegated team members in line with policy and guidelines • Completion of appraisals, regular KPI tracking and performance management requirements with delegated team members. • Consumer critical incidents are managed and documented as per policy and procedures.
Organisational expectations and directives in relation to policies and procedures and the organisation's purpose, vision and values.	<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 courses set by the organisation and attend or complete discretionary training as approved by the supervisor. • Actively assess, manage and where possible mitigate workplace risk including (OH+S), consumer related risk, reputation risk and personal risk. 	<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.

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.

4. 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:

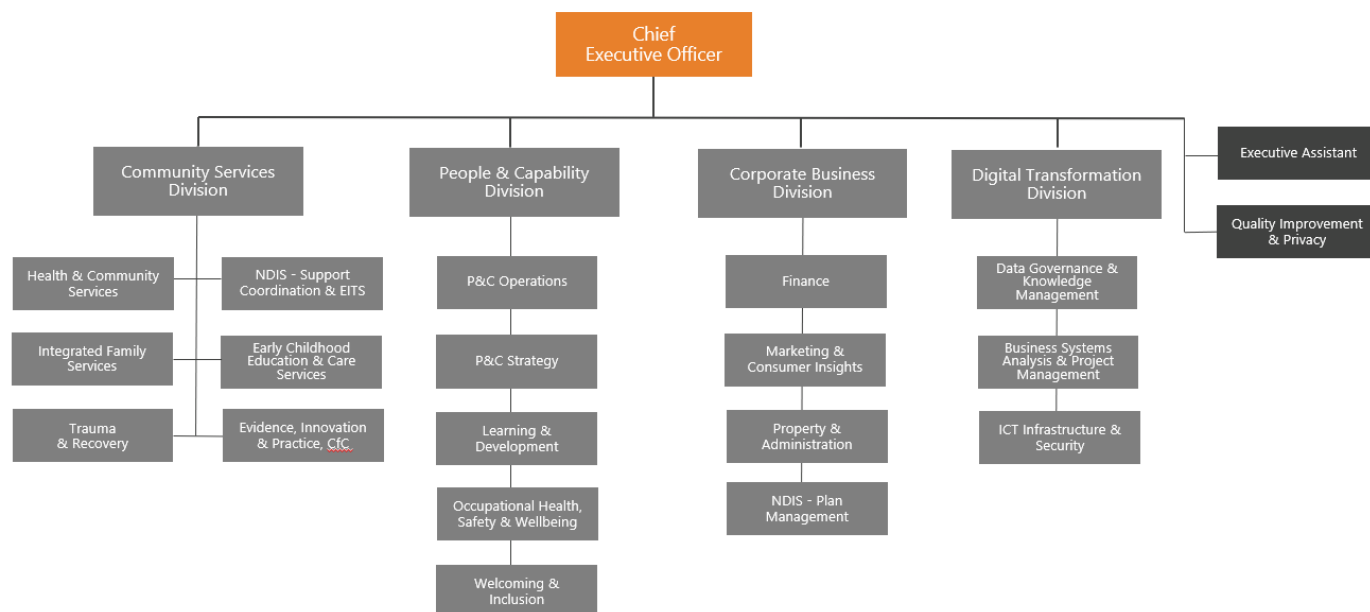
- standardised job design and role descriptions where capability requirements align with the purpose, accountabilities and challenges of a role
- recruitment practices that focus on assessing a person's capabilities at the level needed for a role
- performance development and coaching practices that 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
1	Leadership	Intermediate
2	Vision & Strategic Drive	Intermediate
3	Innovation & Continuous Improvement	Intermediate
4	Adaptability	Intermediate
5	Collaboration	Intermediate
6	Service Delivery	Intermediate

5. ORGANISATIONAL RELATIONSHIPS

Organisational Structure



LINE MANAGER: Program Leader - Family Violence, Homelessness and Therapeutic Services

SUPERVISES: Delegated Windermere counsellors and students

INTERNAL RELATIONSHIPS: All Windermere staff and students

EXTERNAL RELATIONSHIPS: Relevant stakeholders, networks, peers and consumers

6. KEY SELECTION CRITERIA

- Bachelor level qualifications in social work, social welfare, community services or related discipline that meet the mandatory minimum qualifications for specialist Family Violence Practitioners (essential as per Recommendation 209) and/or can demonstrate eligibility to work within the Family Violence Sector under Recommendation 209.
- Comprehensive MARAM Training and FVISS/CISS training (evidence of completion, or willingness to complete during the onboarding period).
- Supervisor Training:
- Formal training or certification in clinical supervision and experience providing clinical supervision to Counsellors.
- Demonstrated understanding of the impact of trauma and trauma informed practice.
- Demonstrated understanding of the impact of Family Violence, sexual assault and working with children who display harmful sexual behaviours.
- Demonstrated assessment skills, including psychosocial assessment and the MARAMIS framework.
- Highly developed written and verbal communication skills. Able to maintain consumer 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

7. 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

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: _____