

Position Description

v3.7

POSITION TITLE:	Counsellor
FTE:	1.0 FTE (38 hours per week)
Classification:	Band 3.1.2 SCHADS Level 5
Division:	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 (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:	30 June 2027
Date:	September 2025

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 people and consumers, 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
Delivery of counselling supports to victim survivors with experiences of sexual assault and family violence, with a specialisation in sexual assault.	<ul style="list-style-type: none">• Provide high quality, specialized, face to face, trauma informed counselling and therapeutic interventions to consumers presenting with a history of sexual assault and/or family violence.• Provision of holistic clinical assessment and treatment with consumers within the scope of role/practice.• Provide up to 6x counselling sessions per consumer. Medium term support will be considered in consultation with Program Leadership.• Work in alignment with the MARAMIS framework and in accordance with MARAM procedures to manage and respond to family violence risk; ensuring regular reviews in line with changing level of risk.• Facilitate/co-facilitate face-to-face groups.• Work collaboratively with internal Windermere services and programs to offer a full suite of services for consumers.• Keep accurate and up to date consumer files, IRIS and SHIP records, case notes and treatment plans.	<ul style="list-style-type: none">• Consumers contacted to arrange initial session within 2 working days of allocation.• 100% consumers (adult and children) with current or past experience of family violence have a documented MARAM risk assessment and safety plan.• Case load of 5 direct client sessions or activities booked per working day.• Case notes entered into CRM within 3 working days of contact.• Treatment plans developed to support the achievement of positive consumer outcomes and recorded in CRM.• Brokerage utilised to support consumer outcomes in accordance with brokerage guidelines.• Facilitate, or be a guest presenter, on at least one group program per term.• Case closure procedures completed within 1 week of closure.

Administration and team responsibilities	<ul style="list-style-type: none"> • Undertake required administrative tasks as per Windermere policy and procedure and program guidelines. • Attend regular supervision with Program Leader or other delegated staff as scheduled. • Positively contribute to the culture and spirit of the Family Violence, Homelessness and Therapeutic Services program and Windermere. • Demonstrate a supportive approach to colleagues. • Complete other duties as requested by Program Leadership. • Undertake rostered Rapid Response duties as directed. 	<ul style="list-style-type: none"> • Consumer records to be maintained accurately at all times. • Attend and positively contribute to team meetings and planning days. • Duties completed in an efficient and timely manner, with a positive and enthusiastic outlook. • Contribute to the development of procedures and systems within this program and wider Family Violence and Sexual Assault Sectors. • Submit timesheets on time. Apply for all leave on ConnX and provide supporting documents as required.
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 	<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

	<p>performance review with the relevant supervisor.</p> <ul style="list-style-type: none"> • 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. 	<p>courses are attended or completed.</p> <ul style="list-style-type: none"> • 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.

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:

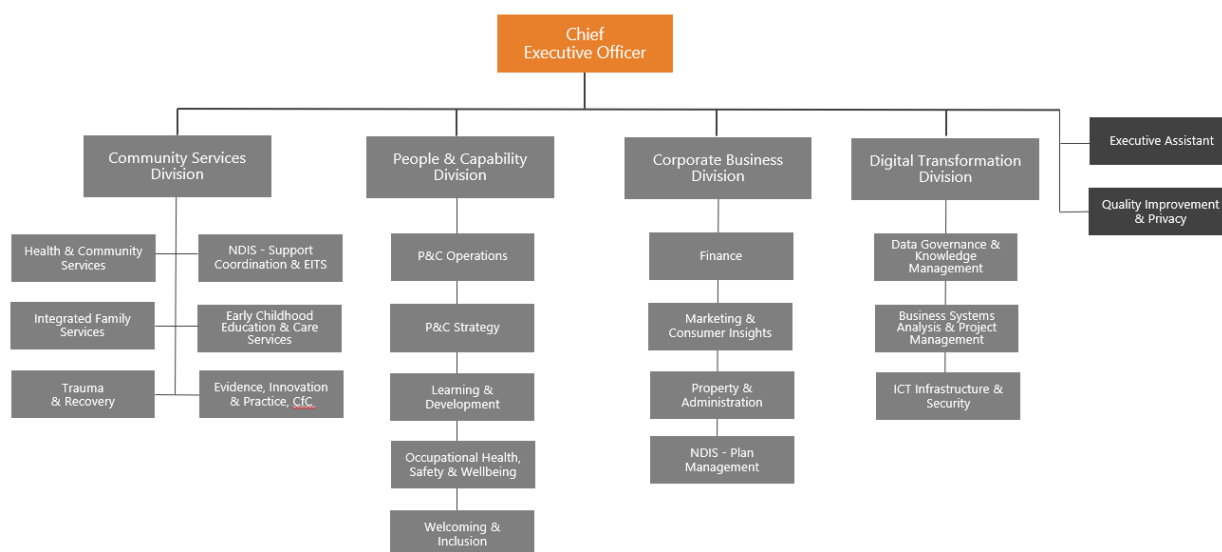


- standardised job design and role descriptions where capability requirements align with the purpose, accountabilities and challenges of a role
- recruitment practices that focus on assessing a person's capabilities at the level needed for a role
- performance development and coaching practices that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

6. Organisational relationships



Line Manager:	Program Leader
Supervises:	Nil
Internal relationships:	All Windermere staff and students
External relationships:	All stakeholders, Governing bodies and other family violence and community services

7. Key selection criteria

- Bachelor level qualifications or above in Psychology, Counselling or Social Work with proven experience within trauma, family violence and/or sexual assault fields. Qualifications must meet the mandatory minimum qualifications for specialist Family Violence Practitioners (essential as per Recommendation 209).
- Minimum 2 years experience in counselling, with Specialised sexual assault counselling highly regarded.
- 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.
- High level understanding of the impact of sexual assault and family violence and other stressors on children.
- Knowledge and experience using multiple therapeutic frameworks and skills relevant to working with adults, children and young people impacted by sexual assault and Family Violence, with demonstrated ability to undertake therapeutic assessment, treatment planning and delivery of therapeutic interventions.
- Demonstrated assessment skills including the MARAMIS framework and the practical application of FVISS/CISS to inform risk assessment and management and support planning.
- Well-developed interpersonal and communication skills.
- 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: _____