

# Position Description



<b>Position Title:</b>	Family Relationship Counsellor & Group Facilitator	<b>Position No:</b>	
<b>Position Type:</b>	PT	<b>Level:</b>	4
<b>Award:</b>	Social Community, Home Care and Disability Services, Industry Award 2010		
<b>Location:</b>	Limestone Coast		
<b>Date of Effect:</b>	18/06/2020		

## POSITION DESCRIPTION

**Environment:** At ac.care we want all country people to have a safe home, enough money to live on and strong, positive relationships. With over 200 staff we provide a range of services for country South Australian communities the Adelaide Hills, Limestone Coast, Murraylands and Riverland.

We are a non-government organisation (NGO) and our values (CARE - Compassion, Adaptability, Relationships, Excellence) underpin the work we do. Together, as one team we CARE and can continue to enrich the lives of country South Australians.

**Purpose:** The Family and Relationship Service aims to strengthen families, providing counselling and education workshops to help sustain and improve relationships with children, partners and extended family; and assisting parents and children with positive connections after separation.

The Family Relationship Counsellor and Group Facilitator will be responsible for providing counselling services face to face and over the telephone as required to help clients deal with relationships, conflict, parenting, separation, blended families, communication or any other feelings and/or experiences.

The role will also provide educational workshops for parents, adults, children and young people experiencing family separation issues and/or relationship challenges through a culturally safe approach. The role will support parents with co-parenting and coping skills to manage their family separation with a child inclusive focus.

**Responsibilities:** To drive and implement the organisational strategic agenda to achieve outcomes. This includes:

### 1. Strategy

- Contribute to the development and implementation of frameworks, policies, procedures, training programs and other resources to achieve outcomes.
- Assist the manager with developing, planning and the coordination of a range of service delivery activities.
- Provide professional counselling and relationship education to individuals, couples and families based on a facilitative model within a child-inclusive framework.
- Contribute to the provision of a professional service by applying best child focused practices, to ensure the focus is on the child's needs at all times.
- Provide a high quality service and contribute to quality outcomes by providing advocacy and referral services to address the client's needs.

- Adhere to Mandated Notification and other Legislative requirements, especially those relating to Family Law
- Contribute to program/service delivery performance outcomes.
- Manage risk in accordance with *ac.care* policies and procedures and Legislative requirements.

## 2. Leadership

- Work collaboratively, developing respectful and compassionate relationships with internal and external stakeholders to deliver high quality outcomes.
- Work effectively with the Manager and other members as part of '**one ac.care team**'.
- Provide counselling and educational workshops to children and families' applying child focussed strategies so clients can better manage their thoughts, feelings and behaviours, to sustain positive change and wellbeing.
- Ensure all forms of communication occur in a manner which is timely, clear, helpful, culturally sensitive and accurate, and demonstrates confidentiality where appropriate.
- Responsible for managing time, setting priorities, planning and organising own work.
- Provide specialist advice and report on relevant issues to senior management.

## 3. Culture

- Actively promote and role model the ac.care values of Compassion, Adaptability, Relationships and Excellence and contribute to positive organisational change, effective communication and continuous improvement at ac.care.
- Communicate effectively and contribute to the development of quality child focussed practices
- Work effectively on an interpersonal level with community members, staff and system wide agencies and organisations, developing and fostering productive relationships.
- Actively promote and advocate Cultural awareness and Inclusive practices.

## 4. Continual Improvement

- Participate in the evaluation, monitoring and reporting of program service delivery to determine their effectiveness and contribute to identifying strategies to address any deficits and/or ongoing program development.
- Maintain accurate and appropriate documentation in accordance with program and funding body requirements such as case management, by ensuring information is recorded, stored, secured and assessed in accordance with policy and organisational standards.
- Promote quality outcomes in service delivery by being accountable to clients, senior management and ac.care through constructive responses to feedback
- Deliver a range of activities associated with program and service delivery requirements.
- Develop, maintain and participate in audit requirements.

## 5. Capability Development

- Ensure the quality of service delivery through active participation in supervision and training, to ensure services provided are ethical, of a high standard and fulfil the requirements of the Service Agreements e.g. training, regional meetings, conferences.
- Participate in professional development opportunities to maintain and develop skills and knowledge.
- Promote and contribute to an environment of continuous learning and improvement through coaching and mentoring to other staff as required.

## 6. Other

- Perform other duties allocated appropriate to position and organisational needs, and to undertake any relevant task as directed by the CEO as part of the employer/employee relationship within the scope of the role.

### Reports to:

- Regional Manager Family and Relationship Services

### People Management:

- No direct responsibility.

### Budget Management:

- No direct responsibility.

### NOTE:

- This position may require work outside ordinary work hours.
- This position may be required to travel domestically (intrastate/interstate).

## POSITION SKILLS AND EXPERIENCE

### Qualifications and Experience:

#### Essential

- Tertiary qualifications (minimum Bachelor) in a relevant human service field; or
  - working towards such a qualification; or
  - less formal qualifications with specialised skills, 4 years relevant experience, expertise and competence attained through previous appointments.
- Experience in professional counselling working with children and families, including knowledge of counselling theories, techniques, case management, case noting, and assessment and referral processes.
- Ability to work therapeutically with adults, children and young people, applying mental health intervention strategies, suicide crisis management and safety plans, and family violence risk assessments.
- Demonstrated experience in facilitating relevant group work, training programs and presentations.
- Experience and knowledge in child focussed practice and principles, including child development and attachment, the effects of trauma and abuse, attachment issues and behaviour management.
- Demonstrated understanding of confidentiality and privacy, including the principles of sharing information about children and families.

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- Demonstrated experience in effective communication, both oral and written, with a broad range of people from a variety of backgrounds.
- Demonstrated skills and practice in time-management, prioritising, and planning and organisational skills.
- Demonstrated ability to identify, report and implement Work Health and Safety procedures and initiatives for personal safety and the safety of others.

### Highly Regarded

- Demonstrated use of self-reflective practices that build understanding of how personal experiences shape values, beliefs and responses to children, families and colleagues.
- Ability to interpret legislation, policies and procedures within a practical context  
Demonstrated commitment to on-going professional learning and development.
- Experience working with people from culturally and linguistically Diverse (CALD) and Aboriginal and Torres Strait Islander backgrounds.
- Working knowledge of Community Services, resources and referral pathways available to assist clients, throughout the Limestone Coast Region of South Australia.

### Special Conditions

- Current SA driver's licence 'Class C' or interstate equivalent.
- Current Satisfactory Child Related Employment Screening or willingness to obtain in accordance with *ac.care* policy.
- Child Safe Environment Certificate or willingness to obtain in accordance with *ac.care* policy.
- Current National Police Clearance (within 12 months of completion) or willingness to obtain in accordance with *ac.care* policy.

### ACCEPTANCE

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Position Holder Signature: \_\_\_\_\_

Name (Printed): \_\_\_\_\_ Date: \_\_\_\_\_