

Domestic and Family Violence Counsellor Level 5 LCCQ Union Collective Agreement 2012 Professional and Administrative Worker's Schedule



Position Description

UnitingCare Queensland (UCQ) provides health and community services to thousands of people every day of the year through its service groups – UnitingCare Health, UnitingCare Community, Blue Care and ARRCs (Australian Regional and Remote Community Services).

Role Purpose and Overview

This position works with women and children who have been impacted by domestic and family violence. The position provides professional therapeutic counselling, case management, advocacy, support and awareness services support to this client group.

Referrals are generally received from the High Risk Team that has supported women and children who are particularly vulnerable due to domestic and family violence.

In this position you are authorised to act on behalf of UnitingCare Queensland for the purpose of providing family counselling.

Values and Transformation Program Principles

UCQ believes that our values are fundamental to the work we do and express the mission of God by being present in people's lives to offer hope, healing and transformation. Our values are:

Compassion: Through our understanding and empathy for others we bring holistic care, hope and inspiration

Respect: We accept and honour diversity, uniqueness and the contribution of others

Justice: We commit to focus on the needs of the people we serve and to work for a fair, just and sustainable society

Working Together: We value and appreciate the richness of individual contributions, partnerships and teamwork

Leading through Learning: Our culture encourages innovation and supports learning

Accountabilities

- Deliver specialised counselling, assessment and therapeutic support services to women and children impacted by domestic and family violence.
- Ability to apply sound knowledge and understanding of the effects of crisis emanating from domestic and family violence on women and children, responding effectively in a community setting to high support needs.
- Conduct complex risk assessments and implement safety plans to address safety concerns for women and children affected by domestic and family violence.
- Undertake case management including high level advocacy to meet complex needs in a community setting.
- High level knowledge of specialised services that are appropriate to refer women and children with high needs to.
- Maintain up to date and accurate client records, including case notes, referrals, case reviews, case closure summaries and statistical and administrative reports as required.
- Active contribution to team processes aimed at achieving quality client outcomes including case planning meetings, supervision and service streaming activities.
- Undertake other duties as and when directed within the scope of the role.

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Position Description

Direct reports/functions

This position reports to the Service Leader

Key relationships

Internal	External
Team colleagues	Clients
Service Leader	Community members seeking information and support
Regional Manager	Other homelessness and domestic violence service providers

Success Criteria – Technical Competencies

Qualifications and Experience

Essential

- Possession of a degree in Psychology, Social Work or Behavioural Science from a recognised tertiary institution and eligibility for membership with one of the following associations: APS, AASW, PACFA)
- Extensive experience in the provision of counselling, case management, advocacy, support and awareness services to women and children impacted by domestic and family violence
- Current Queensland Drivers license
- Positive Working with Children Check ("Blue Card")

Knowledge and Skills

Essential

- **Counselling** – high level demonstrated ability to provide counselling services within a therapeutic context relating to domestic and family violence
- **Advocacy** – ability to work within advocacy frameworks to achieve outcomes for women and children
- **Communication** - Demonstrated high level of interpersonal, oral and written communication and advocacy skills
- **Industry /Sector** - Understanding of the impacts of domestic and family violence on women and children

Desirable

- **Professional Development** - Demonstrated commitment to personal and professional growth through supervision and participating in professional development and ongoing training
- **Self management** - Ability to work within a rapidly changing environment as well as highly developed self management skills, including the ability to prioritise, be flexible and proactive in contributing to the achievement of desired outcomes and effective functioning of the team.

Additional Requirements:

- Willingness to undergo a criminal history check
- Willingness to work flexible hours, including out of business hours if required
- Willingness to be a part of an on call roster.

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Position Description

Success Criteria – Behavioural Competencies

Inspires a Shared Vision

Aligns individual goals, actions and behaviours with the organisational and team purpose and direction to realise team success.

Develops Capability

Takes action to grow own strengths and development areas and encourages others to do the same.

Builds Collaborative Relationships

Proactively manages and builds collaborative and productive working relationships.

Provides Customer-Centred Experiences

Makes decisions and takes action in day-to-day work to enable positive customer-centred experiences.

Creates Commercial Sustainability

Takes action to improve work practices by applying knowledge of key business drivers.

Practices Insight

Modifies behaviour based on insight around own emotions, strengths, and development areas.

Displays Resilience

Uses strategies to remain positive, persevere and maintain effectiveness even when under pressure.

Other requirements

All UCQ staff must satisfy the relevant probity checks required by legislation or UCQ policies

UCQ is committed to being a Child Safe, Child Friendly organisation and will for all children who come into contact with its services:

- provide welcoming, safe and nurturing services for children
- prevent child abuse and neglect within our services
- appropriately and immediately address child abuse and neglect if it does occur

UCQ is committed to "Closing the Gap" in life expectancy and opportunities for Aboriginal and Torres Strait Islander people and all executives are expected to support UCQ's contribution to Reconciliation

