

Location/s	Selected Venues
Reporting to	Team Leader
Direct Reports	Nil
Level	Band C
Date Updated	August 2017

About the Role

To provide a high standard of counselling and case management to people who have been victims of, or witnesses to crime, and their families, and advocate for clients as appropriate.

Key Responsibilities

Family and/or Individual Counselling	<ul style="list-style-type: none"> • Conduct thorough client assessment and intake processes, including risk and needs assessment, to provide relevant information and determine appropriate interventions or referral pathways based on client presentation and need. • Deliver appropriate trauma-based counselling and/or crisis interventions which are linked to a case plan. • Apply theoretical knowledge of trauma and/or crisis interventions to the victim of crime and their families, including the impact of the trauma, and coping strategies accessed by the client, as part of the counselling process.
Case Management	<ul style="list-style-type: none"> • Identify, assess and plan for the client's support needs utilising a case management approach including development of appropriate case plans and review, evaluation and closure of cases. • Develop, implement and monitor case plans for clients to inform and measure ongoing counselling and/or crisis interventions. • Ensure appropriate documentation of case plans, case reviews, evaluation and exit plans. • Identify and coordinate client access to a range of appropriate services. • Where appropriate, apply a collaborative case management approach, involving internal and external stakeholders, in order to ensure that the case plan and interventions are appropriate to client needs.
Duty of Care and Legislative Requirements	<ul style="list-style-type: none"> • Maintain confidentiality and duty of care, including identification and assessment of domestic and family violence, child safety, threat of harm to self or others, and other risk factors; and take appropriate steps as required by organisational policy and procedure. • Understand and meet legislative and funding requirements including collecting and recording statistical data in a timely and accurate manner.
File and Diary Management	<ul style="list-style-type: none"> • Maintain client files, case notes and risk management documentation as per organisational policy and procedure. • Maintain the client information system to enable effective and informed client bookings.

Supervision and Professional Development	<ul style="list-style-type: none"> • Demonstrate ongoing commitment to participation in supervision and professional development as per organisational policy and procedure. • Be receptive to feedback and apply reflective practice to improve professional development.
Administration and Planning	<ul style="list-style-type: none"> • Where directed assist with the provision of administrative and general office duties. • Contribute to operational planning as requested by the reporting manager.
Other Organisational Responsibilities	<ul style="list-style-type: none"> • Adhere to all organisational policies, procedures, standards and practices. • Act only in ways that advances RAQ objectives, values and reputation. • Other duties, consistent with skills and experience, as directed by the reporting manager.

About You

To be successful in this position you will have:

	Required	Highly Desired
Qualifications	<ul style="list-style-type: none"> • Relevant Undergraduate Qualification in Social or Behavioural Science. 	<ul style="list-style-type: none"> • Relevant Post Graduate Qualification in Social or Behavioural Science.
Experience	<ul style="list-style-type: none"> • Demonstrated experience in managing complex cases. • Demonstrated experience in crisis and trauma counselling in a variety of settings, for example individuals, couples, children, young people, families and groups. 	
Knowledge	<ul style="list-style-type: none"> • Theoretical knowledge of crisis and trauma counselling clients in a variety of settings. • Demonstrated use of, or the capacity to quickly acquire, a working knowledge of current legislation and regulations relating to victims of crime. • Knowledge of, and ability to apply, a case management approach in supporting clients. 	
Skills	<ul style="list-style-type: none"> • Demonstrated competency in computer use (Microsoft Office, email, web based programs and have the ability to learn new programs and applications). • Effective time management, prioritisation and organisation skills. • Demonstrated written and verbal interpersonal and communication skills across all levels and contexts. 	

<p>Skills cont'd</p>	<ul style="list-style-type: none"> • Demonstrated experience in engaging proactively with and supporting clients of diverse backgrounds (Aboriginal & Torres Strait Islander, Culturally and Linguistically Diverse, low socioeconomic status, people with disabilities and people of diverse bodies, genders and sexualities). 	
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It should be noted that Position Descriptions are under constant review and may be changed at any time.