

POSITION DESCRIPTION

COUNSELLOR/CASE MANAGER

DIVISION or PROGRAM:	Families Division	AWARD AND LEVEL (if applicable):	Social, Community, Home Care and Disability Services Award 2010, Level 4
DATE OF APPROVAL:	July 2019	APPROVED BY (Position Title):	Executive Manager

PURPOSE OF THE POSITION

Counsellor/Case Managers will provide intake & assessment, counselling and case management to various clients such as individuals, couples, families and children, to support clients to address issues which impact their wellbeing and their ability to maintain safe and enriching relationships.

The role may also involve the facilitation of psycho-educational & therapeutic groups including an Accredited Men's Behaviour Change course, Post Separation and specialist Parenting and Relationship Education courses.

These roles are based at Bankstown, Fairfield and Liverpool and client services are provided one evening a week at these locations.

KEY ACCOUNTABILITIES

- Perform the duties of the role in accordance with CatholicCare's Mission, Vision and Guiding Principles
- To maintain professional currency and familiarity with related evidence-based practice and literature in relation to the provision of counselling, post separation and couple counselling and case management
- To maintain a focus on the safety and well being for clients and their families, underpinned by a thorough understanding of child development, individual and systemic issues and Domestic and Family Violence
- To maintain a good knowledge of relevant internal and external services to make client referrals as appropriate
- To comply with all agency and program policies and procedures including all documentation and administrative tasks required by the program including writing case notes and data collection
- To attend and participate in individual and group clinical supervision
- To maintain a thorough and up to date understanding of the relevant provisions of the Family Law Act (1975) the Children and Young Persons (Care and Protection) Act (1998) and other relevant legislations applicable to Family Counsellors and to operate at all times with cognizance of the legislative provisions to maintain an understanding of Post Separation issues and Family Law processes
- To deliver a wide range of clinical and support services to Men (and their families) including Intake and Triage Assessments, Information sessions, case planning and management, and therapeutic interventions that are in accordance with relevant professional practice standards
- To maintain professional currency and familiarity with related literature and practices in relation to working with Men within Domestic and Family Violence frameworks

- To maintain professional currency and familiarity with related literature and practice standards in relation to working with Men's Behaviour Change – Partner Support (Women and Children's Advocacy) frameworks
- To facilitate service delivery in CatholicCare offices and outreach settings as required
- To participate in local networks to promote CatholicCare.
- Participate in the expansion of counselling services to complement other CatholicCare programs
- Other duties as directed from time to time

KEY COMMUNICATIONS

This role works closely with other team members, clinical supervisors and managers to foster and maintain a supportive and constructive work environment.

KNOWLEDGE, SKILLS, QUALIFICATIONS AND EXPERIENCE (Selection Criteria)

1.	Ability to undertake the duties of the role in accordance with CatholicCare's Mission, Vision and Values
2.	Relevant tertiary qualifications in Social Work, Counselling, Psychology or equivalent field. Desirable: Post Graduate - Couples Counselling and eligibility for membership with relevant Professional Board or Association
3.	Demonstrated experience and skills in providing counselling and case management services to individuals, couples, families, adolescents and children and a demonstrated ability in systemic practice and theory
4.	Demonstrated experience in: <ul style="list-style-type: none"> a) Couple counselling b) Post Separation counselling c) Trauma informed practice model d) Responding to and intervening in Domestic & family violence impact and safety e) Mental health; Alcohol and other drugs and grief and loss counselling
5.	Demonstrated experience and skills in working with Cultural and Linguistically Diverse Communities and with Aboriginal and Torres Strait Islander Communities
6.	Demonstrated knowledge and experience in responding to the legislative requirements concerning Child Protection, Family Law and Domestic Violence
7.	Demonstrated ability to appraise and critically reflect on clinical work and participation in clinical supervision
8.	Demonstrated excellent ability to actively collaborate, communicate clearly and respond with respect
9.	Desirable: skills in providing telephone counselling, including responding to vulnerable and distressed clients
10.	Current Working with Children Check

* CatholicCare reserves the right to vary this position description in response to its changing needs.