

POSITION DESCRIPTION

**Our Mission is to empower individuals, families and communities
to meet the challenges of life and relationships.**

POSITION TITLE	Family and EAP Counsellor		
STATUS	Part-time		
AWARD	Social, Community, Home Care and Disability Services Award, Level 5		
LOCATION	Toowoomba with travel to region		
REPORTS TO	Family Support Team Leader		
AUTHORISED BY	The Director	REVIEW DATE	December 2020

Overall Purpose

The role of a Family Counsellor is to undertake a range of counselling services that aim to strengthen family relationships, prevent breakdown and ensure the well-being and safety of children to all types of families at any stage in a family relationship.

CatholicCare is designated by the Department of the Attorney General as a service provider for Family Counselling, as defined under section 10B of the *Family Law Act 1975* (the Act):

‘a process in which a family counsellor helps

- (a) one or more persons to deal with personal and interpersonal issue in relation to marriage; or
- (b) one or more persons (including children) who are affected, or likely to be affected, by separation or divorce to deal with either or both of the following:
 - (i) personal and interpersonal issues;
 - (ii) issues relating to the care of children.’

The role of an Employee Assistance Program Counsellor is to undertake a range of brief solution-focused counselling services for employees with issues affecting job-related performance and personal well-being.

Duties

Primary duties:

- Provide brief solution-focused counselling as per relevant funded Employee Assistance Program contracts, including: intake assessment and evaluation, short-term treatment, crisis intervention, and follow-up, as appropriate;
- Provide additional services including: management consultation, triage, crisis intervention, mediation, training and presentation skills to groups;
- Provide critical incident response services to funded Employee Assistance Program contracts, as required;
- Provide family and relationship counselling as per the Family Law Act 1975;
- Undertake and/or participate in case coordination of clients with colleagues, senior staff and management;
- Develop, facilitate, evaluate and monitor evidence-based program workshops and seminars as required;

- Network and promote programs in the community to maintain a strong community focus that will promote the organisation.

As a member of CatholicCare’s work team generic responsibilities include:

- Establish and contribute to productive working relationships across a number of professional work teams within the program partnership;
- Participate in line management, professional supervision and professional development both internally and externally;
- Participate in meetings as required by management;
- Comply with CatholicCare’s Policies and Procedures, including the Workplace, Health and Safety Framework and Guidelines;
- Contribute to, and be part of, the organisational culture with a focus on CatholicCare’s Mission and Vision, teamwork, cooperation, client service, quality, safety and confidentiality;
- Ensure the efficient use and maintenance of employer provided materials and equipment;
- Maintain a sound level of skill in Microsoft Office and other database management systems;
- Deliver culturally appropriate services;
- Contribute towards continuous improvements in the workplace;
- Promote CatholicCare’s range of programs;
- Other duties and responsibilities from time to time that you are competent and trained to do.

Organisational Relationships

This role works under general direction and has no supervisory responsibilities.

Responsibilities (as per the SCHADS Award)

To contribute to the operational objectives of the work area, a position at this level will include the following:

- a) Responsibility for a range of functions within the organisation requiring a high level of knowledge and skills;
- b) Set priorities and monitor work flow in the areas of responsibility;
- c) Exercise judgment and initiative where procedures are not clearly defined;
- d) Undertake duties that require knowledge of procedures, guidelines and/or statutory requirements relevant to the organisation;
- e) Develop, plan and supervise the implementation of educational and/or developmental programs for clients;
- f) Under general direction, undertake a variety of tasks of a specialised and/or detailed nature;
- g) Exercise professional judgment within prescribed areas;
- h) Exercise a high level of interpersonal skills in dealing with the public and other organisations.

Requirements of the Position - Prerequisites

To be appointed to this role, applicants must:

- Hold a Tertiary qualification in Psychology or Social work;
- Have or be eligible for membership, or eligibility for membership, of the relevant professional association;
- Minimum 5 years’ experience in a similar role;
- Hold a valid current driver’s licence;

- Have a current (or eligibility for) Qld Working with Children Check – ‘Blue Card’;
- Have a current (or eligibility for) Australian Criminal History Check;
- If applicable, have evidence of Australian Work Rights to confirm citizenship or a visa holder.

Key Selection Criteria

- Tertiary qualifications in Psychology or Social Work (Counselling or Child and Family) and membership, or eligibility for membership, of the relevant professional association.
- Demonstrated application of evidence-based practices in relation to general counselling.
- Demonstrated and well-developed communication and interpersonal skills to respectfully and appropriately interact and support clients; and working constructively and cooperatively with other members of staff, stakeholders and other external organisations.
- Demonstrated ability to network and promote programs in the community and to maintain a strong community focus that will promote the organisation.
- Demonstrated and well-developed working knowledge of client management systems including appropriate and timely documentation and data collection, case notes and report writing.
- Demonstrated ability to work independently with minimal supervision and the ability to undertake the travel that is associated with this position.
- Demonstrated willingness to work within the Mission and Vision of CatholicCare.

Key Performance Indicators

- Agreed counselling sessions are delivered in a professional and high quality manner, adhering to counselling session times.
- Follow the appropriate organisational policies and procedures relating to the provision of counselling and related services.
- Client information is accurately recorded and reported a timely manner through CatholicCare’s client management system.
- Participation in regular line management and pro-rata professional supervision sessions and attendance at professional development/training sessions as required by the organisation.
- Effectiveness of working relationships within CatholicCare and consistent demonstration of required values and behaviour based on feedback and staff performance and review.
- Reporting procedures and protocols are observed – including risk management, incident reports and reporting of problems.

To be completed on appointment

POSITION TITLE	Family and EAP Counsellor		
This position description is accepted with the full understanding of my obligations and authorities and I accept the responsibilities described herein:			
Name of Employee			
Signature		Date	
This position has been accurately described, is current and has been explained by:			
Signature		Date	

Distribution: Signed original for employee personnel file Copy to employee