

**POSITION DESCRIPTION:
COUNSELLOR TRAUMA SPECIALIST**

PURPOSE OF THE POSITION

The *Counsellor Trauma Specialist* will provide a service that is client-centred, non judgemental, feminist, supportive and responsive.

The *Counsellor Trauma Specialist's* core role will be to provide telephone and online counselling, advocate for clients, develop interagency clinical care networks and other supports to people affected by violence and their supporters.

Upon mutual agreement additional activities of this role may include:

- Face to face trauma counselling;
- Behaviour change counselling;
- Consultancy counselling;
- Delivering external specialised training and professional development education to adults in a range of clinical, legal, corrections and welfare workplaces including universities, not-for-profit organisations, government bodies, and corporate clients;

This position of trust demands the highest levels of professionalism, ethical behaviour and an awareness of multiple factors which will influence individual client's responses to both the trauma and the counselling provided.

All *Counsellor Trauma Specialists* are Mandatory Reporters and are compelled by legislation to identify and respond to children and young people at risk of harm.

POSITION RELATIONSHIPS

Position Reporting To: Director Counselling Services

Supervisor: Clinical Lead Supervisor

Positions reporting to this Position: Nil

ORGANISATIONAL CONTEXT

Rape & Domestic Violence Services Australia is committed to upholding the rights of all women to live in a socially just and equitable society and the right of all people to live free of violence. The organisation provides services nationally and internationally in the area of sexual assault, domestic and family violence.

The organisation works with all stakeholders and in accordance with its vision, mission, principles and goals.

KEY ACCOUNTABILITIES

Counselling Skills

- Provide, in accordance with the organisation's Code of Ethics and contemporary professional standards, client-focused, compassionate and ethical counselling and support to Rape & Domestic Violence Services Australia clients.
- Work in a collaborative and collegial manner with fellow employees, ensuring provision of a seamless and professional counselling service.
- Ensure counselling services provided are evidence-based and meet best practice standards.
- Ensure services provided meet best practice standards around client-centred care and are tailored to suit the unique requirements of each client.
- In collaboration with the client, develop, implement, and monitor individual therapeutic plans.
- Advocate for individual clients and assist them to access services and supports.
- Negotiate and maintain interagency clinical care plans.
- In conjunction with management prepare statements and reports in support of clients.
- Access debrief/handover to ensure all necessary information is conveyed and to minimise the impacts of vicarious trauma on self.
- Meet statutory obligations as Mandatory Reporters in cases of children and young people at risk of harm.
- Ensure that work is carried out to a high standard of professionalism, efficiency, effectiveness and accuracy, timeframes are met and client confidentiality is maintained according to policy.
- Ensure all documentation is concise, legible, secure and available to colleagues as appropriate within the organisation.
- Attend and actively participate in clinical supervision, team meetings, professional development, performance appraisals and self-care plans.
- Comply with information collection, quality improvement, risk management procedures, record keeping and administrative practices of the organisation.
- Abide by workplace practices.
- Comply with the Confidentiality Policy and Copyright Agreement
- Ensure work practices are ethical and comply with the codes of the Australian Psychological Society, the Australian Association of Social Workers or the Counsellors and Psychotherapists Association.
- Provide a counselling service by telephone and online, and/or face to face including Community Based Counselling Services, and/or by consultancy, and /or Behaviour Change.
- Provide a counselling service across a 24/7 roster, including night shift.

MAJOR CHALLENGES OR CONSTRAINTS

- Respond to a high level of client requests for information and services across multiple programs operated by Rape & Domestic Violence Services Australia in a timely and effective manner.

- Develop and maintain a keen awareness and effective management strategies for the work health and safety risk of vicarious trauma.
- Facilitate effective communication across multiple health care disciplines to optimise positive health outcomes for clients.

DECISION MAKING

The Counsellor Trauma Specialist is professional and experienced in their vocation and is responsible for making appropriate ethical and clinical judgements in their daily work. Regular clinical supervision and 24/7 shift support is available. In consultation with the Supervisors, *Counsellor Trauma Specialist* will make decisions in relation to advocacy and clinical care planning for individual clients.

INTERACTION AND COMMUNICATION

Counsellor Trauma Specialist will liaise with the Clinical Lead Supervisors for guidance regarding their work. The *Counsellor Trauma Specialist* will be required to liaise with clients and other senior clinical employees to ensure therapeutic plan implementation, clinical care networking and advocacy is conducted appropriately and effectively. When participating in clinical care planning meetings, the *Counsellor Trauma Specialist* will represent the Rape & Domestic Violence Services Australia and, work within agreed parameters, and make decisions appropriate to the Service's practices, behaviours and best outcomes for clients.

The Counsellor Trauma Specialist may nominate or be appointed to internal review and communication committees and as such will act within the Terms of Reference.

WORKPLACE ATTITUDE AND PRACTICES

The *Counsellor Trauma Specialist* will demonstrate the following positive workplace attitudes:

- A constructive and proactive approach to work practices and tasks.
- Non-participation in conversations which undermine the organisation or individuals within the organisation.
- Embrace of workplace diversity and difference.
- Willingness to learn.
- Commitment to upholding the rights of others.
- Recognition of shared responsibilities.
- Use of reflective practices and taking personal responsibility for contributing to workplace problem solving.
- Understanding that each worker is a part of the whole and that all positions and roles contribute equal value to the organisation's overall aim of providing high quality service provision.
- Not engaging in social media in a way that may be detrimental to the organisation.
- Not using private communication medium eg mobile phone, to the detriment of the counselling service.

KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED

Counselling Essential

- Demonstrated:
 - Commitment to the provision of excellence in counselling service provision.
 - Ability to incorporate feminist perspectives within counselling frameworks.
 - Detailed understanding of the causes and consequences of sexual assault, family and domestic violence.
 - Demonstrated well developed communication and negotiation skills.
 - Experience in written advocacy and clinical report writing.
- A minimum four year Bachelor degree in psychology, social work or counselling.
- Minimum three years (full time equivalent) counselling experience. This may include face-to-face, and/or telephone, and/or online counselling.
- Computer literacy.
- High level availability across all shifts.
- Flexibility and responsiveness to work tasks.
- Willingness to work across trauma services.
- Superior emotional competence when operating in a high demand trauma environment.
- Responsive and competent work management capacity.

Desirable

- Demonstrated :
 - Ability to provide therapeutic services in a culturally appropriate way.
 - Ability to work independently and as part of a team.

Sighted and agreed to by *Counsellor Trauma Specialist*

Name _____

Date _____

Sign _____

New:	September 2018
Review due:	September 2019
Consultation by:	Director Counselling Services, Counsellor
Approval by:	Executive Officer