



POSITION DESCRIPTION

Position Title:	COUNSELLING AND GROUPS FACILITATOR	Version:	
Position Reports to:	Counselling Coordinator and Manager		
Program:	Counselling and Families Team	Position Code:	
Award:	Social, Community, Home Care and Disability Services Industry Award 2010 (SCHADS)		
Role Level:	Worker / Senior Worker	Direct Reports:	No
		Classification Level:	4
Date reviewed:		Reviewed by:	
		Date next review:	

ORGANISATIONAL ENVIRONMENT

Encircle Ltd. is a community-owned and operated organisation offering a range of support services and activities directly to families and individuals across the Moreton Bay region and the greater North Brisbane area.

Operating since 1987 we are committed to developing programs and services that support the wellbeing of community members, to encourage and enable community participation, and respond to identified community issues and needs. Encircle operates across Moreton Bay and surrounds from seven sites including Redcliffe, Kallangur, Lawnton, Strathpine, Caboolture, Kedron and Zillmere. We have approximately 50 staff and 200 volunteers who support our programs and activities and provide a wide variety of integrated options for people in our region.

Our Vision:

Our communities will thrive and be resilient by being engaged, connected, and supported.

Our Mission:

To be a responsive, adaptive, and sustainable organization to meet the changing needs of our communities.

Counselling and Families at Encircle

The Counselling and Families Team deliver Counselling and Family Support programs that Encircle implements on behalf of the Queensland Government and the Australian Government.

Encircle's team of qualified and experienced, professional Counsellors provide essential support to individuals and families across the communities we support, delivering *Generalist Counselling, Family Therapy, Specialised Domestic and Family Violence Counselling, and Children and Parenting* group work. The approach spans specialised individual therapy through to a variety of groups focussing on topics such as *Women's Wellbeing and Self Esteem, Circle of Security Parenting Program, Healthy Relationships Primary Prevention Programs* in schools and colleges and *My Super-powered Relationships* designed for children 8 to 12 years.

Our Counselling team also coordinate two significant community events during the year – the Moreton Bay Says No 2 Violence Campaign and the Candle Lighting Ceremony.

Our Family Support and Young Parents Program are designed to bring positive change for children and parents, in areas including family relationships, children's development and parenting. Our services and programs support families as they manage a variety of factors impacting their lives, e.g., individual or family trauma, domestic and family violence (DFV), substance use, financial hardship, or mental health impacts – often in the context of social stigma and isolation. We deliver outreach and centre-based services and provide tailored services building support networks and connections as well as specialised referral pathways. Our services help our clients navigate through life's various challenges including, financial hardship and the vast array of practical realities presented by pregnancy and parenting. Equipped with knowledge, skills, confidence, and greater connections to support systems, networks and their community, our clients are able to confidently continue their family journey.

PURPOSE OF ROLE

Contribute to the establishment of operational objectives for the Children and Parenting Services (CAPS) program and the Counselling program, utilising sound knowledge and skills gained through qualifications and/or previous experience.

Undertake evidence-based counselling and psychotherapy services to individuals and families under the Family Therapy program, supported by Senior Counsellors as well as providing information, group development and facilitation, assessments and referral services.

Working with other service providers to ensure a collaborative and integrated response, building connected and inclusive communities to effectively respond to emerging community needs.

MAIN DUTIES AND RESPONSIBILITIES

Deliver evidence based therapeutic interventions, trauma informed counselling in discipline area, supported and mentored by Senior Counsellors, that meet the needs of the community, through provision of face to face, telephone or online sessions with individuals and families.

In collaboration with the Counselling and Families team, coordinate the delivery of quality, group-based programs to the Moreton Bay community. Develop programs to improve children's development and wellbeing and assist families to strengthen their relationships and build their capacity.

Working autonomously, manage and plan own daily work schedules, CAPS activities and initiatives as well as assisting in the supervision of students and volunteers in accordance with operational plans and objectives.

Prepare and maintain statistical data for analysis of service deliverables and monitoring of trends to enhance service delivery and identify community needs.

Duties:

- Participate in team meetings, case conferencing and supervision to enhance professional development and client outcomes.
- Attend networking meetings where identified and undertake engagement activities to promote services within the community.

- Work collaboratively with internal staff, external agencies and stakeholders to facilitate appropriate referrals for shared casework options to benefit clients.
- Proactively research funding opportunities and participate in grant application preparations to further expand services and opportunities across the Moreton Bay region.
- Maintain a current knowledge of legislation, research and information on issues relevant to child wellbeing and parenting.

Counselling Services

- Practice counselling within a trauma informed, client-centered and strengths-based framework, using a variety of evidence based best practice counselling modalities and therapeutic interventions for individuals, couples, children and families.
- Implement assessment and case formulation, therapeutic and session goal identification, ongoing assessment of client needs to determine length of therapeutic delivery (short, medium or long-term) with support of the senior counselling team and undertake ongoing assessment and evaluation of client progress and completion of output scales.
- Maintain currency of practical, academic and theoretical counselling and therapeutic knowledge as well as legislative and other research and information related to discipline/specialised area.

Children and Parenting Services (CAPS) Group Facilitator

- Participate in the development of CAPS operational planning, setting outcomes and refining practices, with the assistance of senior team members and supervisor, within approved budgets.
- Develop and maintain productive and mutually beneficial working relationships with a diverse range of stakeholders, including schools, external agencies, community organisations, and facilitators.
- Manage budgeting and planning for the financial year and ensure funding requirements are adhered to.
- Coordinate programs with schools and Encircle Neighbourhood Centres
- Facilitate programs within Encircle Neighbourhood Centres
- Implement client evaluation processes for CAPS groups in line with program guidelines and funding requirements
- Manage the reporting and administration of the CAPS program.
- Review and evaluate program outcomes as part of continuous improvement strategies
- Work cooperatively and collaboratively with other internal programs to support a holistic and integrated client response
- Any other duties as relevant to the position as delegated by the supervisor.

Delegated Authorities:

- Not applicable

KEY POSITION OUTCOMES

- Understanding and use of a Strengths Based Framework and use of a variety of evidence-based approaches suited for working with families and children.
- Maintain client record system and other files as required
- Develop and maintain key stakeholder engagement initiatives to provide integrated responses, and effective interagency service provision

- Successfully deliver trauma informed evidence-based counselling, psychotherapy and group work in line with program requirements
- Successfully provide appropriate information and psycho-educational material and information to identified clients to aid in the therapeutic process
- Effectively assess therapeutic needs of client
- Effective and appropriate referrals are provided to clients
- Effectively coordinate and successfully deliver community events

POSITION REQUIREMENTS

Qualifications:

- Bachelor level qualifications in Counselling

Capabilities:

- Actively manage client case load, working with confidential sensitive information and managing records in line with Privacy Principles
- To build networks and to work collaboratively with key stakeholders including local schools and agencies
- Possess high level communication skills
- Ability to work autonomously as well as contribute to team planning and activities
- Understanding and application of the principles of social justice
- Maintain a professional standard and work with integrity
- Continually develop both personally and professionally to meet the changing needs of the position, career and organisation.
- Flexibility in the delivery of services to meet the needs of the community.

Previous Experience:

- Minimum two years experience in providing Counselling Services in relevant discipline with individuals, couples, and families
- Experience supporting groups, providing education and facilitating events

Other:

- Police Check
- Blue Card

KEY SELECTION CRITERIA

1. Excellent counselling, therapeutic and interpersonal skills including knowledge of evidence-based interventions
2. Experience working with children, adolescents, couples, and families, experiencing complex issues with ability to identify and assess support needs and develop plans.
3. Demonstrated ability to coordinate and facilitate groups for children and parents
4. Demonstrated ability to practice within a client centered, strengths based, trauma informed framework
5. High level of communication and computer skills that include database management, collection of statistical data and report writing.
6. High degree of professionalism and interpersonal skills with skills to liaise effectively with a wide range of people.

7. Demonstrated understanding of the needs, issues and sensibilities of all people, including those from culturally and linguistically diverse backgrounds

Key Documents:

- Organisational policies and procedures
- Relevant legislation
- Practice Standards
- Program Manual