



## POSITION DESCRIPTION

<b>Position Title:</b>	<b>COUNSELLOR</b>	<b>Version:</b>	<b>1.0</b>
<b>Position Reports to:</b>	Counselling Coordinator		
<b>Program:</b>	Counselling and Families	<b>Position Code:</b>	<b>CNL</b>
<b>Award:</b>	Social, Community, Home Care and Disability Services Industry Award 2010 (SCHADS)		
<b>Role Level:</b>	<b>Worker</b>	<b>Direct Reports:</b>	<b>No</b>
		<b>Classification Level:</b>	<b>4</b>
<b>Date reviewed:</b>	01/11/2022	<b>Reviewed by:</b>	HR & Quality
		<b>Date next review:</b>	

### 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 plethora 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**

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.

Support and facilitate evidence-based group sessions focused on enhancing participants knowledge and wellbeing.

Work effectively with other relevant service providers to ensure a collaborative and integrated response to needs of the community.

### **Duties:**

- Practice counselling within a trauma informed, client-centered and strengths-based framework of practice, using a variety of evidence based best practice counselling modalities and therapeutic interventions;
- 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.
- Support and facilitate educational groups regarding a range of topics related to discipline area, for example; parenting programs, women's wellbeing programs and primary prevention healthy relationships programs for young people, etc.
- 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.
- Prepare and maintain statistical data for analysis of service deliverables and monitoring of trends to enhance service delivery and identify Community needs.

- 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.
- Liaise and work collaboratively with internal staff, external agencies and stakeholders to facilitate appropriate referrals for shared casework options to benefit clients.
- Participate in grant application preparations to further expand Counselling service opportunities across the Moreton Bay region.
- Any other duties as relevant to the position as delegated by the supervisor

**Delegated Authorities:**

- Not Applicable

**KEY POSITION OUTCOMES**

- Successfully deliver trauma informed evidence-based counselling, psychotherapy and groupwork 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 qualification in Counselling

**Capabilities:**

- Actively manage client case load, working with confidential sensitive information and managing records in line with Privacy Principles
- 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.
- To build networks and to work collaboratively with key stakeholders
- 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

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