








## Role description

|                      |                              |
|----------------------|------------------------------|
| Role Title           | Children's Counsellor        |
| Team                 | Domestic and Family Violence |
| Location             | Jimboomba                    |
| Classification Level | 5                            |
| Reports to           | Client Services Manager      |

**Our Vision** - Building independence and participation.

**Our Purpose** - YFS backs people to overcome adversity and to thrive.

- Our Values** -
-  **Excellence** - we deliver high quality services and have high expectations
  -  **Integrity** - we act honestly and openly
  -  **Optimism** - we think and act with confidence about people and the future
  -  **Steadfastness** - we persist to overcome barriers and adversity with our clients
  -  **Courage** - we challenge ourselves and others to create change



YFS has a long history of working with and empowering First Nations peoples. The [YFS Cultural Framework](#) sets out our continuing commitment and the actions we will take as a community member, a service provider and an employer to back First Nations peoples to achieve their aspirations and thrive

YFS is committed to promoting a unified, harmonious, safe and inclusive community. We recognise that all types of diversities deepen and enrich our community and provide an invaluable asset for our future.

*We pride ourselves on ensuring our services and work environments are safe, inclusive, welcoming and accessible for all, regardless of ethnicity, gender, gender identity and expression, sexual orientation, disability, or religion.*

## Primary purpose

This role will work with children experiencing and/ or witnessing domestic and family violence to develop strategies to improve their safety and minimise the negative impacts of their experiences. This includes crisis response and counselling within a case management framework, liaising with women's counsellors and group facilitators to provide initial and on-going assessment of risk and safety and referral pathways.

## Key accountabilities

### Service delivery

- Provide counselling within a case management framework. This involves developing support plans.
- Engage mothers' and/or liaise with women's counsellors to complete assessments of lethality and risk, including on-going assessments of women's and children's safety, safety planning and risk management.
- Address individual needs, including the use of expressive therapies in working with children.
- Support children's ongoing access to childcare, pre-school, and schooling.
- Strengthen relationships (parental and sibling) and attachment by working with mothers:
  - on parenting and responding to the needs of their children
  - and children on their relationships.
- Assess the needs of, and information and referrals for, women and children regarding relevant services in the community to address health, parenting, financial and other counselling needs.
- Assist women and children to access refuge or other safe accommodation.
- Inform women about court processes, explaining the conditions of domestic violence orders and any implications.

### External relationships

- Build and foster collaborative partnerships with other agencies and stakeholders to provide and maintain effective, accountable services for clients and report on developments.
- Build a network of contacts in other relevant organisations and ensure YFS's image and reputation is maintained.
- Work effectively with the Logan High Risk Team (HRT) and Integrated Service Response (ISR) to ensure an integrated response to domestic and family violence that is demonstrated by clear and consistent referral pathways, protocols and joint local initiatives.

### Leadership and values

- Apply YFS values, ethics, policies and procedures across all work practices. Contribute to the resolution of work-related matters by being honest, approachable and responsive.
- Contribute to continuous improvement of risk assessment, service delivery, operational guidelines, organisation policies and procedures. Support the implementation of change and best practices.
- Participate in program service evaluations and organisational reviews and contribute to the implementation of outcomes.

### Teamwork and collaboration

- Contribute to developing a cohesive team by participating in meetings, scheduled activities and team processes. Share information, communicate and present ideas in team meetings.
- Work with other team members to implement new and/or adapt existing work methods to improve service delivery. Identify and respond to changing needs of clients and/or YFS.

## Professional accountability

- Use YFS and partner information and resources accountably.
- Undertake work in accordance with team standards and YFS policies, protocols, and procedures, including workplace health and safety, risk management, and relevant legislative requirements.
- Work within the standards and principles of a Child Safe Organisation.

## Problem solving and decision making

- Identify and resolve problems, and contribute to improving working processes and procedures to improve service delivery to clients.

## Administration

- Enter data, maintain records and complete documents in line with YFS document management and record keeping procedures.

## Cultural respect

- Acknowledge the history and ongoing impacts that Aboriginal and Torres Strait Islander people experience
- Deliver services that are person and community centred for Aboriginal and Torres Strait Islanders and people from diverse cultural backgrounds.

## Relevant skills, knowledge and experience

### Experience and qualifications

- Relevant tertiary qualifications (minimum three-year bachelor degree) and registration with either PACFA or ACA or equivalent are essential.

### Knowledge and experience specific to the role

- Demonstrated experience in counselling and case management with at risk or vulnerable children.
- Demonstrated knowledge and understanding of the issues affecting women and children who are experiencing or have experienced domestic and family violence.
- Demonstrated knowledge of the Domestic and Family Violence Protection Act 2012 and knowledge of court and legislative proceedings as they relate to the Act.
- Demonstrated understanding and evidence in practice of the gendered nature of domestic and family violence.
- Demonstrated broad knowledge and application of techniques, ethics, practice standards, legislation, policies and procedures, to ensure currency in service delivery.
- Competently manage and sustain a diverse range of client relationships, using influence and negotiation skills to achieve outcomes for clients. Utilise understanding of client needs, experiences, preferences and cultures to facilitate clients' self-expertise, use of natural supports and elicit their vision for the future.
- Apply trauma-informed practice to client work and coach staff in strategies to help clients respond to the impacts of trauma and disadvantage.
- Demonstrated effective interpersonal and communication skills (both verbal and written) with a wide range of stakeholders including service consumers, community organisations, government bodies and the wider community for the benefit of a program area

- Demonstrated organisational skills to plan and prioritise work efficiently and effectively, and to manage competing demands and priorities.
- Refer to the level 5 competencies in the Social, Community, Home Care and Disability Services Industry Award.

### **Other role requirements**

- Work out of hours when required to respond to client needs.
- Current Queensland C Class driver licence.
- Current First Aid Certificate, or ability to obtain.
- Current Positive Notice Blue Card.

### **Additional information**

An employee may be directed to carry out such duties as are within the limits of the employee's skill, competence and training. All employees are required to observe YFS' policies and procedures. Employment in the position will be subject to an annual performance plan and review, with initial appointment subject to a probationary period of five months.