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| 1. **POSITION IDENTIFICATION** |

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| **Position**  **Qualifications**  **Reports to** | Social Worker or Counsellor  Must be certified and provide evidence of qualification  Warra Warra Legal Service Manager |
| **Salary**  **Employment Status** | In accordance with the Social, Community, Home Care and Disability Services Industry Award 2010 (SCHADS)  **$38.54 per hour plus superannuation**  Full Time until 30th June 2022 |

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| 1. **POSITION OBJECTIVE** |

The Social Worker or Counsellor position will be responsible for the provision of effective, high quality, culturally sensitive counselling and effective care coordination for victims of Family and Domestic Violence who are clients of WWLS.

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| 1. **OVERVIEW** |

Warra Warra Legal Service is an Aboriginal Family Violence Prevention Legal Service which is funded by the National Indigenous Australian’s Agency as a Safety and Wellbeing Programme that is governed by the Far West Community Legal Centre Limited.

The Vision of Warra Warra Legal Service is that Aboriginal and Torres Strait Islander people of the region can live their lives free from family violence and sexual abuse, enabling long and caring relationships.

The Social Worker/Counsellor Position is funded as part of the 3rd Action Plan of the National Plan to reduce violence against women and their children. The aim of the program is to see if providing support to women who have suffered from Family Domestic Violence will build resilience to allow them to leave their violent relationships.

The FWCLC Ltd. auspices three other services apart from WWLS; a Women’s Domestic Violence Court Advocacy Service (WDVCAS), Staying Home Leaving Violence Broken Hill (SHLV) and a Cooperative Legal Service Delivery Program (CLSD).

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| 1. **COMPETENCIES REQUIRED** |

The following competencies are required for this position:

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| **Communication** | * Demonstrated high level oral and written communication skills including group presentation skills. * Demonstrated negotiation and conflict resolution skills. * Demonstrated good interpersonal skills dealing with staff and clients. * Exceptional listening skills so to enable information received to be recorded precisely and in a timely fashion. * Demonstrated understanding of confidentiality principles. |
| **Team work** | Warra Warra Legal Service is committed to developing and maintaining cooperative and consultative staff working relationships. Each worker has a responsibility to:   * Work co-operatively in a multi-disciplinary team. * Contribute to the WWLS’s decision-making processes and policy development including Centre planning and evaluation, and provide input into the access and equity strategies as required. * Communicate with all members of the team in a respectful manner. * Show initiative and contribute to the effective and harmonious operations of the Centre. * Raise and resolve issues in line with the relevant organisational policies. * Undertake other duties as negotiated. |
| **Networking** | * Develop and maintain networks with centre outreach locations. * Represent WWLS on relevant external committees. * Develop and maintain links with relevant Broken Hill and Far West agencies, government departments and the private profession. * Promote the service in the community and motivate community support for the service. |
| **Self- Management** | * Demonstrated ability to work independently and manage own workload under supervision from the Manager and CEO. * Ability to solve problems logically and fairly. * Ability to work through conflicting priorities both personally, clients and other employees whilst maintaining professionalism. * Ability to juggle priorities in a stressful environment. * Ability to produce results on given tasks that are complex and demanding. * Ability to work well in a multi-disciplinary team. * Strong adherence to best practice guidelines, to correct and thorough recording of client information and counselling notes and file maintenance. |
| **Technology** | * Having a range of IT skills especially in Microsoft suite of software |
| **Learning**  **& Development** | * Managing own learning. * Willingness to learn * Ability to grasp new concepts * As directed by Manager, undertake in-house and external training. * Attend and participate in WWLS staff and strategic planning meetings. * Participate in staff meetings in an efficient and effective manner. * Identify areas of need for ongoing training and development in conjunction with the Coordinator both personally and centre based for clients. * Research availability of relevant training. * Communicate training needs to Manager and CEO. * Participate in regular supervision and performance appraisals. |
| **Administration** | * Preparation of own materials including word-processing and photocopying. * Competently perform the administrative tasks associated with the position, including relevant data recording and the opening, closing and storage of files. |
|  | * Provide regular progress reports to the Coordinator on service and program delivery.   + Data Entry and maintain security of statistical and client records.   + Participate in policy development on issues affecting the centre with other stakeholders as required |
|  | * + Ensure policies are implemented and complied with in accordance with legislation including OH&S, EEO etc.   + Ensure where appropriate compliance with all funding and legislative requirements.   + Produce professional documents using Microsoft Suite of software.   + Assist with event organisation where required.   + Ensure files are kept in a professional, thorough and logical order. |
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| 1. **KEY PERFORMANCE OBJECTIVES** | |
| **Outputs** | **Key Performance Indicator** |
| Therapy Services | * Provide ethical and professional therapy services to individuals in order to stabilise and improve their relationships and the long term negative effects of family conflict and abuse. This may include the following:   + Delivering the agreed number of sessions at the times negotiated   + Ensuring case load and case mix are following the agreed guidelines   + Maintaining accurate records of client attendance, appropriate case notes and necessary forms   + Ensuring that service delivery complies with the appropriate policies and procedures as set out in the Policy and Procedure and legislative requirements such as mandatory reporting, Intervention Orders, Court Orders including Parenting Orders   + Consistent participation in team meetings, session observations, research projects and practice quality processes as required;   + Effective management of an appointments diary |
| Family violence care coordination | * Collaborate with WWLS staff to advance the practice of working with women impacted by family violence in a whole of family way * Handle emergency and crisis situations professionally * Assist women in creating effective safety plans * Provide information and referrals to ensure women’s immediate and ongoing safety and psycho-social needs are addressed, making appropriate referrals as required |
| Capability management, development and practice | * Stay contemporary in professional competency and skills through active participation in supervision, professional development and clinical review * Maintain up-to-date knowledge of WWLS’s services and associated services and relevant legislative changes affecting couple and family relationships and counselling practice |
| Community Development | * Develop and maintain networks (under formal or informal partnership agreements) with relevant agencies including:   + Staying Home Leaving Violence Broken Hill   + The Far West Domestic Violence Court Advocacy Service   + Temporary accommodation services including women’s refuges   + Health and Support services * Influence and create positive change for women through effectively collaborating with sector stakeholders * Identify partnership opportunities with other sector stakeholders in order to assist with improving outcomes for women * Establish and facilitate collaborative, innovative and workable partnerships with community partners and NGOs to integrate service provision a local level * Participate in committees, forums and working groups as required by service agreement and/or WWLS priorities * Other reasonable duties as required * Liaise with community members. |
| Clinical Requirements | * Provision of therapies to groups and individuals. * Provision of and ability to develop appropriate community education programs. * Identify key risk of harm issues and report appropriately. * Understanding of and adherence to ethical guidelines and conduct policies. * Membership or eligibility for membership of appropriate professional association. * Awareness and declaration of conflicts of interest. * Engagement in regular supervision. * Provision of evidence based therapies. * Engagement in training. * Understanding of Victims of Crime requirements. * Ensure correct record keeping which identifies: * Clients name and contact information; * Guardianship or conservatorship status; * Documentation of informed consent or assent for treatment * Documentation of waivers of confidentiality and authorization or consent for release of information; * Documentation of any mandated disclosure of confidential information (e.gl. report of child abuse, release secondary to a court order); * Presenting complaint, diagnosis or basis for request for services; * Plan for services, updated as appropriate (e.g. treatment plan, supervision plan, intervention schedule, community intervention, consultation contracts); * Health and development history; * For each substantive contact with a client:   - Date of service and duration of session;  - Type of service (e.g. consultation, assessment, treatment, training);  - Nature of professional intervention or contact (e.g. treatment modalities, referral letters, email, phone contact);  - Other specific information depending upon the circumstances eg:  - reaction to interventions;  - risk factors regarding self or others   * + Treatment modalities employed such as emergency interventions;   + Plans for future interventions;   Consultations with or referrals to other professionals |
| Strategic Planning | * Participate in the current and future planning activities of the NFVPLS. * Actively participate in the policy development needs of the NFVPLS. * Develop thorough understanding of the Core Business of the Centre including the Operational Framework. |
| Data Collection | * Assist to ensure adequate records are kept regarding the clients of the BHAFVPLS to meet funding and legal requirements. |

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| 1. **EQUAL EMPLOYMENT OPPURTUNITY & OCCUPATIONAL HEALTH AND SAFTEY** |

Employees are responsible and accountable for:

* + Compliance with the FWCLC Ltd. equal opportunity policy and procedures.
  + Compliance with FWCLC Ltd. workplace policies and procedures for risk identification, risk assessment, risk control and safe work practices.
  + Active participation in activities associated with the management of workplace health and safety.
  + Correct utilisation of appropriate personal protective equipment.
  + Identification and reporting of health and safety risks, accidents, incidents, injuries and property damage at the workplace.

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| 1. **ACKNOWLEDGEMENT** |

This job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the role.