

## JOB DESCRIPTION

Position title:	Child Counsellor and Therapeutic Case Manager
Approved by:	General Manager Operations
Date effective:	December 2021

### PURPOSE

The purpose of this position is to ensure Relationships Australia Victoria (RAV) provides intensive, early intervention mental health counselling and therapeutic case management support for children from 0-11 years of age.

This position is covered by the Relationships Australia Victoria Staff Enterprise Agreement (SEA) but otherwise would be covered by the Social, Community, Home Care and Disability Services Industry Award 2010.

### OUR ORGANISATION

Relationships Australia Victoria (RAV) is a secular, community-based, not-for-profit organisation with no religious affiliations. Our vision is for positive, respectful, safe and fulfilling relationships for all Australians. Our objective is to relieve suffering, distress and helplessness and to enhance physical, social and emotional wellbeing. Our services are for all members of the community, regardless of their religion, age, gender, sexual orientation, lifestyle choice, cultural background or economic circumstances. RAV provides services across metropolitan Melbourne and regional Victoria.

### POSITION SUMMARY

*Connect Me* is a Primary Mental Health and Suicide Prevention Stepped Care program funded by Gippsland Primary Health Network. It is a counselling and case management program providing support to children 0-11yrs where mental health risk factors are emerging.

The *Connect Me* service provides intensive, early intervention support for children under the stepped care model based on a Family Action Plan as well as a facilitated referral pathway for the child/ren's family members to relevant support services. Community outreach, mental health education and community development activities are also provided to the client group and their carers. There is a particular focus on providing services to children whose families are experiencing homelessness, unemployment, drug and alcohol abuse, domestic violence and a history of trauma. The *Connect Me* service is:

- child centred
- family focused
- flexible
- accessible and responsive
- works in close partnership with other relevant organisations, departments, statutory authorities and schools
- provides a holistic and relational approach to supporting children.

The primary focus of the role is to work with children, and families in both long term and short-term interventions, which are practical, facilitative, and supportive.

The Child Counsellor and Therapeutic Case Manager role will work flexibly with children in individual and group settings at off-site locations. This role also delivers services to schools and kindergartens. The role will work closely with the schools and other relevant agencies to support children to achieve their identified goals. As the *Connect Me* service model emphasises children's engagement with learning and recreation as important protective factors, the role will also be required to contribute to community engagement, education and service promotion activities.

## KEY RESULT AREAS

Area	Tasks
Client contact, intake and assessment	<ul style="list-style-type: none"> <li>• Conduct effective intake assessment and identify relevant intervention actions and goals in keeping with the <i>Connect Me</i> program guidelines.</li> <li>• Clients consistently and effectively engaged with regular access and support to RAV programs and services.</li> <li>• Maintain information about and build relationships with alliances and networks in the area to support client outcomes including Mental Health Services, GP's and Paediatric Services.</li> <li>• Consistently provide high quality services to clients and to receive positive evaluations from clients.</li> <li>• Demonstrate commitment to making a difference in clients' lives and to be accountable in measuring results.</li> <li>• Genuine commitment to supporting children aged 0-11 and a capacity to remain focused on their issues.</li> <li>• Facilitate <i>Connect Me</i> related client and group programs.</li> </ul>
Capability management and practice development	<ul style="list-style-type: none"> <li>• Demonstrate a skilled approach to working with a range of community clients, including culturally and linguistically diverse (CALD) and indigenous community in regard to mental health issues and family violence.</li> <li>• Demonstrate commitment to making a difference in clients' lives and to be accountable in measuring results.</li> <li>• Ensure that service delivery complies with the appropriate policies and procedures as set out in the RAV Policy and Procedures, <i>Connect Me</i> program policies and procedures, and relevant legislative requirements.</li> <li>• Increase professional competence and skills in the relevant field of work through active participation in supervision, professional development, and practice review.</li> <li>• Ability to think and act calmly and deal sensitively with distress, unpredictable behaviour and complex situations, whilst balancing the right to privacy and confidentiality with a duty of care.</li> </ul>
Administration and data management	<ul style="list-style-type: none"> <li>• Maintain accurate records of client attendance in the appointment diary, record case notes accurately and complete the necessary service and program delivery forms.</li> <li>• Enter data into online client management systems accurately, thoroughly and within required timeframes</li> <li>• Effectively manage case workload to achieve both target numbers and program outcomes.</li> </ul>
Stakeholder engagement and management	<ul style="list-style-type: none"> <li>• Maintain respectful, professional and supportive relations with centre staff, work area and colleagues, following reasonable instructions and requests given by line-manager and senior clinical staff in accordance with RAV's values, operational and business requirements.</li> <li>• Participate in community development activities as required.</li> </ul>
Policies, procedures and systems	<ul style="list-style-type: none"> <li>• Adhere to, and comply with RAV organisational policies, processes and procedures, using appropriate systems where required.</li> </ul>

	<ul style="list-style-type: none"> <li>• Model the organisation's values, play a role in raising the profile of these values and associated behaviours across the organisation including a positive contribution to workplace harmony and displaying cooperative team behaviour.</li> <li>• Proactively communicate, identify, report, assess OHS related risks and hazards within the centre(s).</li> </ul>
Continuous improvement	<ul style="list-style-type: none"> <li>• Demonstrate commitment to the objectives of the team, centre and organisation and show considerable drive and effort in achieving work and organisational goals.</li> <li>• Identify, develop and support and/or implement new initiatives, quality and continuous improvement activities as part of a continuous improvement process in own work, team, centre and organisational goals.</li> </ul>
Other	<ul style="list-style-type: none"> <li>• This position description is not an exhaustive list of responsibilities and you will be expected to perform different tasks which fit with your skills, abilities and knowledge as may be necessary according to the changing business environment, services and the overall objectives of RAV.</li> </ul>

## REPORTING

Line manager:	Senior Manager Gippsland
Manages:	Nil
Key internal liaison:	Assistant Manager/Senior Clinician Gippsland, <i>Connect Me</i> Team, Counsellors, Family Dispute Resolution Practitioners, Community Liaison Officers, Counselling Practice Leader, other senior clinicians, administrative staff.
External liaison:	Clients, external stakeholders including other service providers
Note:	Reporting arrangements may change from time to time depending on business requirements.

## OUR VALUES

INCLUSIVITY	Treating all people equally.
RESPECT	Treating everyone with respect.
INTEGRITY	Behaving with integrity in all our dealings.
TRANSPARENCY	Being open and honest in our communications.
ACCOUNTABILITY	Using our resources responsibly.
EFFECTIVENESS	Providing high quality, effective services and maintaining the highest professional standards.
ADAPTABILITY	Proactively responding to change to meet the needs of the community.

## KEY PERFORMANCE INDICATORS (KPI's)

- Provision of professional, high quality therapeutic counselling, therapeutic case management and related services to clients.
- Prompt reporting of notifiable incidents to the Assistant Manager/Senior Clinician and escalate to the Senior Manager Gippsland as required.
- Efficient processing/completion of client details in client management system and effective data, files and record keeping.
- Consultation, as required, to provide effective and efficient services, with relevant community and service providers.
- Positive feedback from clients on services provided.
- Compliance with RAV and Connect Me policies and procedures.
- Awareness of and compliance with State and Federal funding requirements.

## KEY SELECTION CRITERIA (KSC)

### Mandatory KSC:

- Tertiary qualifications in Social Work, Counselling or relevant area.
- Significant demonstrated experience working with children and families, from a child-centres and strength-based perspective, in a setting relevant to the role.
- Excellent verbal and written communication skills.
- Proven organisational skills with the ability to prioritise and manage own workload to meet timeframes and job-related expectations.
- Good all-round computer skills and literacy, having used the Microsoft Office suite including Outlook, Word etc.
- Ability to work independently and within a team environment.
- Candidates with demonstratable skills, from previous experience with organisations and or culturally diverse client groups, staff and workforces or stakeholders are highly valued at RAV.
- Satisfactory National Police Check, Working with Children check and International Police Check (if applicable).

### Highly Desirable KSC:

- Candidates who are Aboriginal, Torres Strait Islanders, people with a disability or others from under-represented culturally diverse backgrounds are encouraged to apply.
- Knowledge of the development of mental illness, and the risk factors that contribute to the development of mental illness in children and young people.
- Familiarity with the child protection system, local mental health services.
- An understanding of childhood development and the impact of adverse life events on children's development., trauma framework including intergenerational trauma.
- Experience in group work, working with schools, education sector and in working with individuals and families.
- Experience in case-management in outreach and regional community settings as well as inter-agency case management and understanding of the benefits and challenges of integrated service delivery.