



POSITION DESCRIPTION – Family & Family Violence Counsellor

Part 1 – Expectations for Your Role

Position	Family & Family Violence Counsellor
Service / Program	Child, Youth & Family Wellbeing
Industrial Instrument	SACS - EACH Social and Community Service Employees Enterprise Agreement 2017
Instrument Classification	Level 5
Reports to	Team Leader- Children & Family Violence Supports
Effective Date	November 2025

Key Deliverables

- Provide trauma informed counselling and therapeutic consultation services to meet the needs of individuals, couples and families presenting for counselling support, either onsite or via telehealth services.
- Assess family needs with a focus on the best interest of children, maximising the safety of children and adults who have experienced family violence; preventing and reducing family violence to the greatest extent possible; promoting accountability for actions by people who use family violence.
- Provide trauma informed, whole of family intervention/s with a focus on strengthening relationships with priority to safety.
- Ensure family casework, parenting education and family counselling is informed by knowledge of children’s rights and developmental needs.
- Involve consumers in development and review of care plans, addressing their goals and also issues of concern to the court in relation to the wellbeing of children and the impact of family violence and conflicted parenting.
- Involve consumers in ongoing risk assessment and safety planning.
- Comply with Each policies and procedures and legislative requirements with a particular focus on the Family Violence Act and the Family Law Act.
- Provide consultation and referral to address issues such family violence, health, addiction, culture, and abuse neglect and psychological harm of children.
- Screening for family violence (MARAM), mental health concerns and substance use issues are conducted and referral pathways provided to attend to identified concerns.
- Undertake MARAM and child focused continuous risk assessment and safety planning.
- Support people to identify goals, develop interventions and therapeutic plans which are suitable for a 6-10 session model.
- Participate in the development and facilitation of group work activities in the program.
- Track progress and outcomes to meet program goals and performance targets.
- Actively participate in the multi-disciplinary team, including attendance at staff, team and other meetings, supervision and provision of management reports as required.
- Ensure case file documentation, and information shared is compliant with the Each Client Record Management Systems Policies and Procedures.
- Work within Each’s policies and procedures including WH&S, Privacy & Confidentiality, Rights & Responsibilities and relevant quality and service standards.



- Contribute to a culture of quality and innovation, ensuring alignment with EACH's existing quality improvement and accreditation systems.
- Facilitate groups such as Parenting Order program, General Information session and other group activities as determined by Team Leader and program.
- Participation in the annual Report as required by Department and funders.

Skills

- Skills in assisting people of diverse social and cultural backgrounds to enhance wellbeing, to strengthen relationships and to provide for the developmental needs of their children
- Skills in engaging, assessing and supporting changes with parents using violence and with family members affected by family violence in collaboration with specialist child, family violence and legal services.
- Skills enabling effective goal focused collaboration with parents children and other stakeholders with a focus on strengthening family relationships.
- Ability to manage challenging situations and difficult conversations in a courteous manner.
- Well-developed verbal and written communication skills.
- Good understanding of Microsoft suite of programs (e.g. outlook, word, excel) .
- Effective time management and organisational skills.
- Strong commitment to quality client service provision, excellence and innovation in work practice.

Experience and Knowledge

- Minimum three years' work experience in similar role.
 - Demonstrated knowledge of children's developmental needs, family violence and child focused whole of family intervention.
 - Family Counselling and brief intervention counselling training and experience in a context of child welfare concerns and legal disputation.
 - Training in assessing for risk due to family violence and understanding of family violence and its impact on children and other family members.
 - Experience working with adults who use violence.
 - Strong understanding of the impact of parental conflict on children.
 - Demonstrated knowledge and skills in applying trauma, attachment and neurobiology frameworks and theories.
- Desirable:**
- Family Violence Training.

Qualification/Registrations/Licences (Mandatory only)

- A minimum of a 3-year degree in social science (e.g., social work or counselling).
- Eligibility for registration with AASW, ACA or PACFA.
- Duty to disclose relevant information that may arise after employment commences.

Physical Requirements

- **Office Environment:** Sit for extended periods and use office equipment.
- **Data Entry:** Type and handle administrative tasks.
- **Office Mobility:** Move around the office and attend meetings.
- **Light Lifting:** Lift and carry up to 5 kg (e.g., laptops or office supplies).
- **Visual & Auditory:** Read documents and communicate effectively in person and via phone/video.
- **Travel:** Travel locally to provide outreach assistance and support – as required.
- **After Hours and Outreach:** Work afterhours and outreach based on program needs.



POSITION DESCRIPTION - Employee

Part 2 – Expectations for Our Team

At Each, we are committed to improving lives and strengthening communities through a range of health, disability, housing, counselling, and mental health services. With a dedicated team of over 1,500 employees and 250 volunteers, we aim to create a positive impact, empowering individuals to live healthier, happier lives.

Our vision is for everyone to live well, and we strive for a healthier, more equitable future through innovation, advocacy, and community engagement.

We care. We listen. We learn. We deliver. Altogether better care.

Expectation of Employees

Employees are expected to work collaboratively with team members and other Directorates, contributing to both individual and community outcomes. They must model Each’s values, ensuring an inclusive, safe, and engaging culture.

Employee Responsibilities

- Ensure quality, safety, and risk management to protect staff, customers, and the community.
- Collaborate with team members and stakeholders to achieve positive outcomes.
- Create a safe, respectful environment that fosters growth, learning, and wellbeing.
- Track progress and outcomes to meet Each’s goals and performance targets.
- Work within professional boundaries and program guidelines.
- Demonstrate leadership behaviours and serve as an ambassador of Each.

Quality

Employees must engage in continuous improvement, comply with legislation and accreditation standards, and maintain the necessary skills and knowledge for their role.

Safety & Wellbeing

All Each employees are responsible for their own health and safety, as well as that of others, in line with OH&S legislation and Each’s policies.

Child Safe Commitment

Each is dedicated to creating a child-safe environment, with zero tolerance for child abuse. Everyone is responsible for protecting and reporting any suspected child abuse, ensuring the safety and well-being of children involved with Each.

Inclusion and Diversity Commitment

Each is dedicated to an inclusive and diverse workplace where everyone is valued and respected. All staff are expected to promote inclusivity, embrace diversity, and foster a collaborative environment, ensuring a safe and supportive workplace for all.

Key Selection Criteria

Skills & Behaviours

- Adhere to Each’s Behavioural and Performance Standards.
- Strong communication and interpersonal skills for building relationships.
- Collaborative team player with a positive attitude.

Desirable Experience, Knowledge, and Qualifications

- Relevant tertiary qualifications.



- Proven collaborative teamwork skills.
- Understanding of the Not-For-Profit and Health sectors.

Mandatory Competencies/Licences

- Criminal History Check and Employee Working with Children Check (as required).
- National Worker Screening Check (if required for the role).
- Entitlement to work in Australia

Expected Behaviours for all Each Staff

- Act in accordance with Each's Code of Conduct, policies, and service principles.
- Respond to family violence risk in line with the MARAM Framework.
- Promote a safety-first culture and adhere to health and safety policies.
- Ensure Each Great Care is put through its PACES (Person-Centered, Accessible, Connected, Effective and Safe).
- Support a zero-tolerance stance on abuse, neglect, and discrimination.
- Foster an inclusive, collaborative work environment, prioritizing customer needs.
- Contribute to teamwork, innovation, and continuous improvement.
- Engage in continuous learning and complete all mandatory training on time.