



POSITION DESCRIPTION – Specialist Family Violence Counsellor

Part 1 – Expectations for Your Role

Position	Specialist 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	May 2026

Key Deliverables

- Promote the capacity of individuals, children, young people, and parents/carers to recover from the impacts of abuse, family violence, trauma and loss. This includes working with victim survivors of family violence through the Pathways to Resilience program and supporting adolescents using violence in the home (AVITH) through the Walking Together program.
- Work closely with parents, family members and external stakeholders, for example child protection agencies and community services (the Orange Door).
- Use trauma-informed approaches with an emphasis on relationship safety, recovery and healing.
- Continuously assess risks for all clients and create safety plans, prioritizing yours, clients and community safety using MARAM and Child Wellbeing framework.
- Actively monitor family dynamics to prevent and reduce family violence.
- Assess client needs, focusing on the best interests of children, in family dynamics.
- Collaborate with clients on care plans, considering the impact of family violence and conflicted parenting.
- Refer clients to appropriate services and support where necessary.
- Assistance with Group and individual activities, using trauma-informed and MARAM framework.
- Participate in team decision-making processes and regular supervision with the direct line manager.
- Engage in ongoing professional development and mandatory training.
- Adhere to organisational policies, procedures, and legal requirements concerning client documentation, child risk notifications, and report writing.
- Contribute to a supportive workplace environment that ensures quality service delivery and supports peers.
- Track progress and outcomes to meet program goals and performance targets.
- Foster a safe, respectful, and culturally appropriate environment to support client growth, health, and well-being.
- Work within role guidelines and professional boundaries, while upholding the organisation's leadership standards and values.
- Support the development of external reports, information gathering and advocacy for the program.



Skills

- Highly developed verbal and written communication skills to establish and maintain effective relationships with clients, staff, and visitors.
- Ability to manage challenging situations and difficult conversations respectfully and assertively.
- Strong teamwork skills to work collaboratively within a multi-disciplinary team, fostering a positive work environment.
- Proven ability to engage in goal-focused collaboration with clients and stakeholders to strengthen family relationships.
- Skilled in assessing risk and managing safety concerns, particularly in cases involving family violence.
- Experience in counselling and supporting parents and family members impacted by family violence.
- Ability to provide individual, family or couples counselling focused on supporting change and enhancing family dynamics.
- Solid understanding of Family Violence and Trauma informed practice.
- Ability to treat all individuals with respect, regardless of culture, race, or sexual identity.
- Skills in working with people from diverse social and cultural backgrounds to promote well-being and strengthen relationships.
- Effective time management and organizational skills to ensure timely and efficient service delivery.
- Strong dedication to delivering high-quality client services and embracing innovation in work practices.
- Experience in facilitating groups, to achieve positive outcomes.

Experience and Knowledge

- Demonstrated ability to undertake therapeutic assessment, treatment planning and delivery of therapeutic interventions to consumers.
- Minimum of three years of relevant work experience, ideally in a collaborative team environment.
- Demonstrated knowledge and skills in applying trauma, attachment and neurobiology frameworks and theories.
- Substantial experience in the area of family violence, and/or in working with children and/or adults experiencing complex trauma from family violence.
- An applied understanding and sensitivity to the needs of LGBTIQ, CALD and ATSI communities.
- Experience providing tailored, evidence-based and culturally-competent clinical assessment and treatment services to victim/survivors and children/young people who have experienced violence and trauma.
- Strong understanding of the impact of parental conflict and family violence on children and other family members.

Qualification/Registrations/Licences (*Mandatory only*)

- A minimum of a 3-year degree in Social Work, Counselling or an equivalent qualification

Desirable:

Registration with a peak body (AASW, PACFA, ACA)

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:** Ability to work after hours and outreach based on program needs

Why we include physical requirements in our Position Descriptions



We list the physical requirements of a role to ensure transparency and to support equitable access to employment. This information helps candidates understand the nature of the role and identify any workplace adjustments or supports they may need to thrive in it. Our aim is to create an inclusive environment where everyone can perform their role safely and effectively, with the right accommodations in place.

If you have specific access needs or would benefit from adjustments to the recruitment process or the role itself, we warmly encourage you to let us know. We're committed to working with you to find solutions that support your success.





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.

Our Commitment to Inclusion at Each

At Each, inclusion is at the heart of how we work, connect and care. We are committed to creating a workplace and services that are safe, welcoming and responsive, where every person feels respected, valued and able to be themselves.

We celebrate and actively support diversity in all its forms, including Aboriginal and Torres Strait Islander peoples, LGBTIQ+ communities, people with disability, people from diverse cultural and faith backgrounds, people of all ages, and those with lived and living experience of our services.



All employees, volunteers and contractors at Each are expected to:

- Treat others with respect, curiosity and care
- Contribute to a workplace free from discrimination, bullying and harassment
- Engage in culturally safe and responsive ways
- Speak up and take action when behaviours do not align with our values
- Participate in learning to strengthen inclusion, equity and belonging

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 Compliance

- Completion of a Criminal History Check and Employee Working with Children Check (or State equivalent) prior to commencement of employment and as required by legislation and policy during employment, as well as a duty to disclose relevant information that may arise after employment has commenced
- National Worker Screening Check (if required for the role).
- Entitlement to work in Australia
- Consent to Each sharing relevant personal information with the Victorian Department of Education under Early Childhood Workforce Register obligations (If required for the role).

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.