

**POSITION DESCRIPTION – Specialist Family Violence Counsellor****Part 1 – Expectations for Your Role**

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

**Key Deliverables**

- Provide individual and, where qualified, couples counselling to promote the ability of individuals, children, young people and parents/carers to recover from the effects of abuse, family violence, trauma and loss.
- 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.
- Work closely with parents, family members, and external stakeholders like police, lawyers, and child protection agencies.
- 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 organizational 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**

An Each employee is responsible for:

- 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.