

**POSITION DESCRIPTION – Community Health Counsellor****Part 1 – Expectations for Your Role**

Position	Community Health Counsellor
Service / Program	Community Health Paediatric and Counselling Service
Industrial Instrument	SACS - EACH Social and Community Service Employees Enterprise Agreement 2017
Instrument Classification	Level 5
Reports to	Team Leader Community Health Counselling
Effective Date	December 2025

Key Deliverables

- Provide short- to medium-term counselling (face-to-face, telehealth and telephone), for adults, children and families experiencing depression, anxiety, grief, trauma, stress, parenting challenges and family violence.
- Deliver trauma-informed therapeutic interventions and casework, including group work, aligned with an 8–10 session model.
- Conduct screening for family violence (MARAM), mental health concerns and substance use, ensuring appropriate referrals and pathways.
- Undertake child-focused continuous risk assessment and safety planning.
- Support clients to identify goals and co-design therapeutic plans and interventions.
- Provide culturally sensitive practice, ensuring accessibility for Indigenous, CALD and LGBTIQ+ communities.
- Deliver casework support including follow-up, referral, advocacy and linkage with other community and health agencies.
- Participate in client intake and initial assessments.
- Contribute to ongoing review, development and continuous improvement of counselling and casework services aligned with best-practice models.
- Participate in development and facilitation of health and well-being sessions and other community group activities.
- Engage actively within the multidisciplinary team through meetings, supervision, and reporting.
- Ensure all documentation complies with Each Client Record Management Systems, policies and procedures.
- Work within Each policies and relevant legislation including WHS, Privacy & Confidentiality, Rights & Responsibilities, and applicable quality standards.
- Meet program targets and contribute to reporting requirements.
- Support customer satisfaction processes through collection and review of client feedback.
- Provide guidance and supervision to students or others (Grade 2+ only).

Skills

- High-level written and verbal communication skills, including presentation, liaison and networking.



- Strong commitment to quality client service, excellence and innovation.
- Highly developed assessment skills and ability to co-design goal-focused care plans.
- Proficiency in trauma-informed practice frameworks, including child-safe and evidence-based therapeutic approaches.
- Strong organisational, coordination and administrative skills, including time management and data entry.
- Effective teamwork skills, with the ability to contribute to team and service development.
- Understanding of cultural considerations when working with marginalised communities, including Indigenous, CALD and LGBTIQ+ clients, and competent use of interpreters.

Experience and Knowledge

- Demonstrated experience delivering trauma-informed counselling to adults, families and children for issues including anxiety, depression, grief, family violence, parenting challenges, substance use and other psychosocial stressors.
- Experience conducting assessments and delivering a wide range of psychosocial interventions.
- Understanding of the community health service system, social model of health and community service principles.
- Knowledge and applied use of the Family Violence MARAM Framework and associated risk assessment tools.
- Knowledge and/or experience using the Family Violence and Child Information Sharing Schemes.
- Experience maintaining documentation that meets organisational, legislative and quality standards.

Qualification/Registrations/Licences

- Tertiary qualifications in Social Work, Counselling, Family Therapy or related field.
- Registration with relevant professional body (AASW, ACA, PACFA).

Physical Requirements

- **Office Environment:** Sit for extended periods and use office equipment.
- **Data Entry:** 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 Each locations.

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.

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. These considerations extend to all of our customers inclusive of priority populations.



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

- 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
- 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.