



POSITION DESCRIPTION – Family Focus Clinician

Part 1 - Expectations for Your Role

Position	Family Focus Clinician
Service / Program	Mental Health and Alcohol & Other Drugs (AOD) Family Focus Program
Industrial Instrument	SACS - EACH Social and Community Service Employees Enterprise Agreement 2017
Instrument Classification	Level 5
Reports to	Team Leader - ATOD
Effective Date	September 2025

Deliverables

- Deliver therapeutic counselling and support to individuals, couples, and families impacted by a loved one’s AOD use, using a harm reduction, trauma-informed, and strengths-based approach to help them understand substance use, improve communication, regulate emotions, set boundaries, and address grief and loss.
- Facilitate flexible service delivery using a step-up/step-down model, allowing families to engage in whole-family sessions, couples counselling, or individual counselling as needed.
- Develop and facilitate group programs including psychoeducation and therapeutic support groups, with opportunities for peer-led engagement where appropriate.
- Provide brief interventions to support clients in the moments of acute need, crisis or transition.
- Conduct outreach to engage and support clients who may face barriers to accessing services, including follow-up contact, appointment coordination, and connection to appropriate supports.
- Actively promote services and group programs through outreach in the community, schools, AOD services, and partner agencies to enhance engagement and participation.
- Conduct comprehensive assessments to identify client needs, strengths, risks, and treatment goals, delivering culturally sensitive care that reflects the diversity of the client population.
- Collaborate with AOD clinicians, mental health professionals, child protection, youth AOD services, and other support services to provide integrated and coordinated care.
- Facilitate referrals and access to broader health services offered by Each, including primary health care, dental, allied health, and other community supports.



- Monitor the effectiveness of counselling and group programs, contribute to service development, and actively participate in monthly supervision, team meetings, reflective practice, and ongoing professional development.
- Contribute to recovery planning, service navigation, and ongoing client advocacy.
- Complete timely and comprehensive case notes and client documentation, including assessment data, treatment plans, progress notes, and outcome measures, in accordance with organisational, funding, and clinical governance requirements. This includes contributing to data collection for service evaluation, reporting, and continuous improvement.
- Participate in scheduled weekly after-hours work, such as evening counselling sessions or group facilitation, in line with client needs and service delivery requirements.

Skills

- Strong interpersonal and engagement skills with individuals, families, and stakeholders.
- Proficient in emotional regulation techniques, family system, intergenerational trauma, working with people who are experiencing changing family dynamics and identities, and boundary-setting.
- Skilled in group facilitation, community engagement, and presentation development and program promotion.
- Culturally competent and respectful of diverse backgrounds and lived experience.
- Effective crisis management and ethical decision-making.
- Strong written communication and administrative skills.
- Proficient in Microsoft Office and electronic client record systems.
- Adaptable, solution-focused, proactive thinking, and open to feedback and continuous learning.

Experience and Knowledge

- Experience delivering AOD or therapeutic counselling within complex or large organisations.
- Knowledge of AOD frameworks, trauma-informed care, and harm-reduction principles.
- Proven experience working with families impacted by AOD use.
- Experience navigating systems, structures, and reporting requirements.
- Understanding of integrated service models, including collaboration with child protection, mental health, family violence advisors and community services.
- Familiarity with the not-for-profit or health sector, including relevant compliance standards.

Qualification/Registrations/Licences

- Degree level qualification (or higher) in Counselling.
- Qualification in Alcohol and Other Drugs (AOD) Skill Set.



- Postgraduate qualifications in Family Therapy are highly regarded.
- Qualifications in Social Work, Psychology, or an Advanced Diploma in AOD are also considered favourably.
- CPR competencies.
- Current state-based driver's license without restrictions.

Physical Requirements

- Prolonged periods of desk-based work, including computer use and phone communication.
- Ability to travel locally for outreach, community engagement, and stakeholder meetings (e.g., driving or using public transport).
- Capacity to work in varied settings, including clinical offices, community venues, schools, or partner agency sites.
- Occasional light lifting or carrying of materials (e.g., laptops, brochures, resources for group sessions).
- Sitting and standing for extended periods during counselling sessions and group facilitation.
- Ability to work scheduled after-hours shift(s)



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.