

POSITION DESCRIPTION

Position Number:	1087
Position Title:	Counsellor/Case Manager Community Wellbeing Team
Position Type:	Full-Time
Positions Level:	SCHADS 5
Location:	Darwin/Alice Springs
Direct Reports:	Nil
Responsible To:	Manager of Community Wellbeing Team

About Relationships Australia Northern Territory

Relationships Australia Northern Territory (RA-NT) is a community-based, not-for-profit, non-government organisation providing a broad range of services, for all members of the community regardless of religion, belief, age, gender, sexual orientation, lifestyle choice, cultural background or economic circumstances.

Our clients are often dealing with complex and sensitive situations, so we look for employees who are understanding, knowledgeable and genuinely care about the wellbeing of others.

Vision

Relationships Matter - Respectful Relationships can empower people to belong, connect and have meaning and confidence to meet the challenges of our time.

Purpose

To embrace and improve individual, family and community wellbeing through our supportive, professional and culturally appropriate counselling, mediation and family meetings.

Values

We value

We demonstrate this by:

RESPECT:

Respecting the rights of individuals, families, stakeholders, our clients and our employees, to make informed choices.

ABORIGINAL & TORRES STRAIT ISLANDER:

Supportive two-way learning to strengthen our services, by embracing culturally innovative service provision and employment for First Nations people.

INTEGRITY:

Providing services which are appropriate, supportive to client and community needs and which adhere to the highest ethical standards.

SOCIAL JUSTICE:

Promoting and pursuing a society which is equitable and inclusive.

EXCELLENCE:

Pursuing excellence through critical and continuous reflection, professional and organisational development, best practice and innovation.

DIVERSITY:

Advocating inclusiveness to all regardless of age, gender, race, sexuality, disability, religion and any other unique talent.

Summary of Position – Counsellor/Case Manager Community Wellbeing Team

The position is part of Community Wellbeing Team which consists of 4 programs- SEAS (Specialist Elder Abuse Services), DRCCS (Disability Royal Commission Counselling Services), HOC (Healing Our Children) and SFV (Specialised Family Violence).

This position will work to support individual clients and their families across 2 programs SEAS (Specialist Elder Abuse Services) and DRCCS (Disability Royal Commission Counselling Services) out of the 4 programs of Community Wellbeing Team.

The Specialist Elder Abuse Services (SEAS) program provides case management, counselling and mediation support to older people who are currently experiencing or are 'at risk' of experiencing elder abuse as well as to their families/support persons.

The Disability Royal Commission Counselling Service (DRCCS) provides trauma-informed counselling and casework for those affected by, or engaged with, the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability.

The role requires well developed counselling and case management skills. Outreach, community and stakeholder engagement will also be part of this role. The role requires initiative and flexibility.

In the performance of this role, the worker will be required to adhere to the Safeguarding Children and Young People Practice and Behaviour Guidelines and participate in cultural fitness activities.

Key Duties and Responsibilities

- Provide trauma-informed, client-focused, and accessible counselling and case management to clients of the SEAS and DRCCS programs. This includes providing services in the RA-NT office, in the community or at clients' residence, and telecommunication.
- Liaise effectively with other RA-NT staff (e.g. mediators; Aboriginal and Islander Cultural Officers) and external service providers, who may concurrently be assisting clients, including making appropriate referrals to external agencies and other Relationships Australia NT programs.
- Provide social and practical support to meet the needs of individual clients, and facilitate case coordination where required, to ensure client needs are met.
- Maintain a high level of confidentiality regarding client and organisational matters.
- Contribute effectively to a multi-disciplinary team environment.
- Use RA-NT information and communication (ICT) systems to maintain accurate client data and case files and contribute to other reporting/evaluation requirements as required.
- Represent RA-NT positively and promote the programs, through professional and community networking, presentations, and other general public relations and promotional activities as required.
- Any other duties requested at the discretion of the Program Manager.

Qualifications and Experience

Essential

- Tertiary qualification in Social Work, Counselling, Psychology or another relevant qualification
- Demonstrated knowledge of theory and experience in trauma-informed counselling/case work
- Proven experience of working in partnership with internal and external stakeholders
- Ability to work independently and as part of a team
- Strong written and verbal communication skills
- Ability to do remote and domestic travel when required

Desirable

- Experience and/or qualifications working with people with disabilities and/or mental illness
- Experience and/or qualifications working with people who have/are experiencing abuse
- Experience/qualification in therapeutic group work

Requirements

- A satisfactory Northern Territory working with children check (Ochre Card).
- A satisfactory national criminal history check.
- A commitment to our Safeguarding Children Practice and Behaviour Guidelines.
- Current NT Driver's License

Corporate

Physical Resources

- Take care of physical resources during employment with RA-NT including IT, vehicles, equipment and related items.

Systems

- Comply with RA-NT corporate systems, policies and procedures.

Work Health and Safety

- Demonstrated safe work practices for personal health and safety, and the health and safety of others in line with work, health and safety requirements and legislation
- Comply with any reasonable instruction and co-operate with any reasonable policy or procedure of the organisation relating to health or safety in the workplace.

Please note that Position Descriptions are under regular review and may be changed by the Chief Executive Officer, after consultation, at any time.

Acknowledgement

I have read, understood and accept the position as documented in this position description.

Employee Name (Please Print):

Signature:

Date:

<i>Reviewed by:</i>	<i>Human Resources</i>	<i>April 2022</i>
<i>Review due by:</i>	<i>Human Resources</i>	<i>April 2024</i>
<i>Approved by:</i>	<i>Chief Executive Officer</i>	<i>January 2022</i>