

Position Description

Position Title:	Counsellor/Case Worker
Position Type:	Full-Time – Fixed Term to 01/07/2027
Position Level:	SCHADS Level 5
Location:	Darwin
Direct Reports:	Nil
Responsible to:	Team Leader, Specialist Support Services
Requirements:	<ul style="list-style-type: none"> • Ability to maintain a current Northern Territory working with children check (Ochre Card). • A satisfactory national criminal history check. • Ability to hold and maintain a current NT Driver's Licence • A commitment to our Safeguarding Children Practice and Behaviour Guidelines.

About Relationships Australia NT

Relationships Australia NT (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.

Purpose

We empower individuals, families, and communities to grow through a rich culture of belonging, connection and respectful relationships.

Values

Fostering an organisational culture that embodies the following values is at the heart of how we operate at RA-NT:

Value:	This means:
Listen with compassion	We care deeply for each other and our clients. We are committed to listening with curiosity and empathy, and to providing a space for people to feel safe and supported.
Work together with respect	Relationships and the way we connect with each other are our lifeblood and are core to building each other up and working towards growth and healing.
Celebrate difference and promote fairness	We embrace diversity and prioritise inclusion, equity and self-determination. We are strong in our commitment to social justice across ages, gender, cultural and financial differences.



Strive for quality and trust	We value honesty and truth, and we do what we say we will do with a commitment to quality and professionalism. We are always learning about our clients, ourselves and best practice, to deliver the best services and programs that we can.
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Position Statement

The Counsellor/Case Worker is responsible for delivery of client services within the Redress Scheme Support Service (RSSS). The role is to provide access to trauma-informed and culturally appropriate support that assists people who have experienced institutional childhood sexual abuse to engage with the National Redress Scheme (NRS).

The Counsellor/Case Worker provides appropriate support to people considering and applying to the National Redress Scheme including casework, counselling, advocacy and liaison with legal services, statutory bodies, communities and other stakeholders.

Given the highly complex and sensitive nature of the NRS, priority is given to safety and to ensure people are provided with service that empowers and enhances their personal agency. The Counsellor/Case Worker requires well-developed clinical practice skills as well as flexibility, initiative, coordination and organising skills, with a large amount of autonomy.

The Counsellor/Case Worker will also focus on engaging with individuals and service providers in rural, regional and remote outreach locations across the Northern Territory to enable equitable access to the National Redress Scheme and Redress Scheme Support Service.

Key Duties and Responsibilities

- Provide high quality clinical counselling and therapeutic case work to RSSS clients.
- Provide counselling support to people impacted by out-of-home care and forced adoptions practices where appropriate.
- Assist RSSS clients via therapeutic and practical support when considering, completing and/or post their National Redress Scheme applications.
- Maintain high quality practice as a trauma informed practitioner with active participation in ongoing supervision and professional development.
- Facilitate RSSS community information sessions to stakeholders and/or clients in the Northern Territory.
- Represent RA-NT at national meetings and training sessions when required.
- Promote a positive image of RA-NT and RSSS to the broader community through professional and community networking, presentations and promotional and awareness raising activities.
- Assist in the development and review of policies and procedures regarding RSSS while also adhering to RA-NT ethical guidelines.
- Meet regularly and maintain an effective flow of communication with the Team Leader and Manager, Specialist Support Services and team, providing updates and reports on the implementation of program goals, outcomes and funding requirements.
- Collect and input client, stakeholder and information session data onto appropriate systems in a timely manner.
- Comply with all requirements of the funding agreement.
- Conduct other duties as requested by the Manager, Adult Specialist Support Services.

Qualifications and Experience

Essential

- Tertiary qualification in social work, psychology, counselling, or another relevant discipline.
- Knowledge of current theory and practice relating to trauma informed practice including knowledge of the impact and effects of childhood trauma on adult functioning.
- Experience working with individuals and/or families where complex trauma is present.
- Demonstrated experience in case management.
- Proven stakeholder and community engagement, education and development skills.
- Experience in developing and maintaining streamlined internal processes for service delivery.
- High level of interpersonal, verbal and written communication skills.
- Demonstrated experience working with Aboriginal communities, organisations and individuals to deliver community education, networking and service provision and promotion.
- Ability to work with and communicate effectively with people from different cultural backgrounds, and to respond to a variety of situations in a sensitive and appropriate manner.
- Ability and commitment to work as a team member within the ethos and values of RA-NT.
- Ability to travel within the Northern Territory.

Desirable

- Knowledge of the historical context of the Royal Commission into Institutional Responses to Child Sexual Abuse.
- Experience in agency representation in networks, forums, information sessions, and community

Relationships Australia NT is accredited as a Safeguarding Children organisation with the Australian Childhood Foundation. Therefore, all staff working at RA-NT are required to complete training regarding Safeguarding Children and mandatory reporting upon induction at RA-NT. Staff need to commit to the RA-NT Code of Conduct and all Safeguarding Children related policies.

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:

