

Position Description	
Position Title:	Counsellor / Case Worker – Domestic, Family Violence & Redress
Position Type:	Full Time
Position Level:	SCHADS Level 5
Location:	Alice Springs, Northern Territory
Direct Reports:	Nil
Responsible to:	Manager, Specialist Support Services

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.

Position Statement

The Counsellor/Case Worker is responsible for delivering high-quality counselling, case management, advocacy and therapeutic support across both the Domestic and Family Violence (DFV) and National Redress Scheme Support Service (RSSS) programs.

Working approximately 50% within each program, the position provides trauma-informed, culturally safe and client-centred support to women who have experienced domestic, family and sexual violence and to survivors of institutional childhood sexual abuse who are engaging with the National Redress Scheme.

The role assists clients to improve their safety, wellbeing and recovery through therapeutic counselling, practical case management, advocacy, safety planning, referral and coordination with internal and external services. The position also supports community awareness, stakeholder engagement and outreach across Alice Springs and surrounding regional and remote communities to improve equitable access to specialist services.

Given the complexity of client presentations across both programs, the Counsellor/Case Worker requires highly developed clinical practice skills, sound judgement, strong organisational abilities and the capacity to work autonomously while contributing positively within a multidisciplinary team.

Key accountabilities and deliverables

Domestic and Family Violence

- Provide trauma-informed counselling and therapeutic case management to adults experiencing or recovering from domestic and family violence.
- Undertake comprehensive risk assessments, safety planning and crisis intervention.
- Develop individual support plans that promote safety, recovery and long-term wellbeing.
- Provide advocacy and coordinate referrals to housing, legal, health, financial and specialist support services.
- Deliver psychoeducation and therapeutic interventions using strengths-based and evidence-informed approaches.
- Maintain collaborative relationships with police, health services, legal services, Aboriginal Community Controlled Organisations and other partner agencies.
- Participate in case reviews, supervision and multidisciplinary care planning.
- Deliver therapeutic education groups to women who are incarcerated.

National Redress Scheme Support Service

- Provide counselling and therapeutic case management to survivors of institutional childhood sexual abuse.

- Support people considering, completing and following up National Redress Scheme applications.
- Provide practical assistance, advocacy and liaison with legal services, statutory bodies and other agencies involved in the National Redress Scheme.
- Provide counselling support to people affected by out-of-home care and forced adoption practices where appropriate.
- Facilitate information sessions and outreach activities promoting awareness of the National Redress Scheme.

Shared Responsibilities

- Deliver services using trauma-informed, culturally responsive and strengths-based practice.
- Maintain accurate client records, case notes and outcome data in accordance with organisational and funding requirements.
- Participate in regular clinical supervision and ongoing professional development.
- Build effective relationships with Aboriginal organisations, community groups and key stakeholders throughout Central Australia.
- Contribute to continuous quality improvement, program development and funding reporting.
- Promote a positive image of Relationships Australia NT through professional networking and community engagement.
- Travel throughout Alice Springs and surrounding regional and remote communities as required.
- Undertake other duties as requested by the Manager or Team Leader.

Qualifications and Experience

Essential

- Tertiary qualification in Social Work, Psychology, Counselling or another relevant discipline.
- Eligibility for membership with an appropriate professional body (AASW, ACA, PACFA or equivalent where applicable).
- Demonstrated experience providing counselling and case management to clients experiencing complex trauma.
- Demonstrated experience working with people impacted by domestic and family violence.
- Knowledge of trauma-informed practice, risk assessment, safety planning and recovery-oriented approaches.
- Understanding of the impacts of childhood trauma, institutional abuse and complex trauma across the lifespan.
- Demonstrated experience working respectfully with Aboriginal people, families, communities and organisations.
- Excellent interpersonal, written and verbal communication skills.

- Ability to build productive partnerships with internal and external stakeholders.
- Demonstrated ability to manage competing priorities while working both independently and collaboratively.
- Willingness and ability to travel throughout Central Australia.

Desirable

- Knowledge of the National Redress Scheme and the Royal Commission into Institutional Responses to Child Sexual Abuse.
- Knowledge of Northern Territory domestic and family violence service systems.
- Experience delivering community education, outreach and stakeholder engagement.
- Experience facilitating therapeutic groups.
- Understanding of culturally safe practice within regional and remote communities.
- Experience working within funded community services and meeting contractual reporting requirements.

Requirements

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

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: