

# Counsellor - Family and Relationships

<b>Program</b>	Families and Communities Program
<b>Location</b>	Albury & Mulwala
<b>Employment Type</b>	Full Time (38h per week)
<b>Classification</b>	
<b>Travel Required</b>	Outreach could be required, but minimal.

## About Centacare South West NSW

We are a Catholic Social Service agency of the Diocese of Wagga Wagga and we exist to make a positive difference in people's lives. Our Vision is to empower communities, children, individuals, and families to create change for the better. We do this by creating thriving, resilient and connected communities.

Our Objectives:

- Community needs are at the heart of everything we do.
- We are a recognised and trusted brand, and a provider of choice for our communities.
- We demonstrate organisational sustainability.
- We foster our Catholic Identity.

## Organisational Context

We are a not for profit, non- government organisation that has been providing professional services to individuals, children, health care professionals, businesses, and families since 1991.

We are a member of Catholic Social Services Australia.

We act on behalf of the Diocese of Wagga Wagga to alleviate disadvantage through the provision of services to children, young people, individuals, families, and the broader communities within South West NSW.

## Position Purpose

This position will provide a range of therapeutic interventions for children, youth and adults in accordance with relevant funding guidelines and scope of practice. Interventions are required to be child-focused and/or child inclusive and trauma informed.

Individuals and families can receive a range of services, including (but not limited to) counselling, mediation/family dispute resolution, multi-session or one-off therapeutic/psycho-educational group work, seminars, information and referrals and Therapeutic Supports with an NDIS plan.

There is a strong focus on strengthening family relationships, capacity building and empowering vulnerable and disadvantaged families. This role includes promoting Centacare services, along with networking and collaborating with service providers to benefit the communities within the area.

## **Position Details**

<b>Reports to</b>	Clinical Practice Manager
<b>Direct Reports</b>	None
<b>Division</b>	Service Delivery
<b>Requirements</b>	<ul style="list-style-type: none"><li>• Criminal History Check.</li><li>• Working with Children Check.</li><li>• Possess an unencumbered driver's license.</li></ul>

## **Relationships**

<b>External</b>	<ul style="list-style-type: none"><li>• GPs.</li><li>• Health Care Providers.</li><li>• Government and non-government services such as Dept. of Communities' and Justice, Dept. of Social Services, mental health services, alcohol and other drug services, domestic and family violence services, homelessness services.</li><li>• NDIS agencies.</li></ul>
<b>Works Closely with</b>	<ul style="list-style-type: none"><li>• Centacare Practitioners/Psychologists.</li><li>• Centacare PBS staff.</li><li>• School Wellbeing Consultants.</li><li>• Regional Manager, General Manager &amp; COO.</li><li>• Other Centacare Staff.</li></ul>

## **Skills & Responsibilities**

These Key Accountabilities align with Centacare SW NSW's strategic and operational goals.

<b>Skills &amp; Responsibilities</b>	<b>Key Performance Indicators</b>
<b>Client Support</b>	
<ul style="list-style-type: none"><li>• Provide individuals, couples and families with therapeutic interventions of counselling, education and skills training, case management, support and advocacy, information, advice and referral.</li><li>• Facilitate or co-facilitate psycho-educational and/or therapeutic group programs, as is relevant and within scope of practice.</li><li>• Provide Therapeutic Supports Counselling to individuals who have Daily Living under their NDIS plans.</li><li>• Ensure the intake, screening and assessment process establishes the needs of each client</li><li>• Manage a caseload in consultation with the Regional Manager.</li><li>• Provide phone, online telehealth and face-to-face support to clients.</li><li>• Prepare and maintain appropriate, accurate and confidential records of client work, including case management plans, reports and assessments as appropriate and statistical data as required by Board, CEO, management, and Department of Social Services Agreement.</li><li>• Provide outreach counselling/psycho-education programs and services as requested by Centacare South West NSW.</li></ul>	

### Service Quality

- Develop and strengthen Centacare's model of support for people by liaising with relevant key stakeholders.
- Engage in professional and service development activities.
- Have a commitment to self-care and professional development.
- Collaborate with the multidisciplinary team, partner organisations, and stakeholders to provide the highest possible outcomes for participants.
- Work within the legal and ethical frameworks required by the organisation.
- Maintain professional records and accurate statistical data in accordance with Centacare standards of practice.
- Ensure clinical and administrative standards are maintained in accordance with the requirements of the Family Law Act 1995 and those of Centacare.
- Monitor, review and evaluate client outcomes.
- Monitor, review and manage client waiting lists.
- Participate in group/peer support activities.
- Establish and maintain specific and identified linkages within the local interagency networks with active referrals to and from networks to enhance partnerships and improve access to services.
- Develop and contribute to community events that ensure families have increased connections and social networks.
- Maintain professional records and ensure clinical and administrative standards are maintained in accordance with the current legislation and Centacare's Clinical Governance Framework.
- Use and implementation of evidence-based best practice interventions.

### Health & Safety

- Adhere and contribute to Work Health and Safety (WHS) by complying with the Work Health Safety Act 2011, and the organisations WHS management system.
- Contribute to and ensure a positive and collaborative culture is instilled within the organisation.

### Quality Assurance

- Contribute to continuous improvement processes and adhere to Quality Assurance policies.
- Be familiar with the use of procedures and their relation to Centacare policies.
- Adhere and contribute to Agency policy and procedures. Work to be consistent with the ethos and ethical standards.
- Complete all mandatory learning according to Centacare requirements and induction.

### Human Resources

- Participate in Centacare's Professional Review and Planning process including reviewing process to better the outcome of young people, individuals, and families.
- Comply with all professional development requirements, including appropriate supervision on a regular basis and relevant team or peer support activities.
- Undertake any other duties as requested by your manager or Executive.

## **Selection Criteria**

### **Essential Requirements:**

1. Hold tertiary qualifications in either Counselling (minimum diploma level), Social Work, Psychology, Occupational Therapist or be a Mental Health Nurse.
2. Demonstrated experience in a wide range of counselling theory and practice and experience in counselling children, young people, adults, couples and families.
3. Demonstrated experience delivering evidence-based group work and the ability to apply that to a variety of contexts
4. Demonstrated knowledge of the issues leading to family dysfunction, family breakdown, child abuse, domestic violence, homelessness and unemployment.
5. Demonstrated knowledge and experience supporting people with disability.
6. Demonstrated high level of interpersonal skills with a proven ability to participate in a collaborative and supportive manner, and the capacity to work both independently and as part of a team.
7. Highly developed relationship building and communication skills and ability to work collaboratively with internal and external stakeholders.
8. Sensitivity to the needs of people with special needs including Aboriginal and Torres Strait Islander people, Cultural and Linguistically Diverse clients and the disabled and disadvantaged.

### **Desirable:**

1. Membership or intended membership application with professional bodies, Australian Counselling Association (ACA), Australian Association of Social Workers (AASW), Psychotherapy and Counselling Federation of Australia (PACFA), The Australian Health Practitioner Regulation Agency (AHPRA).
2. Mental Health Accreditation with AASW
3. Experience working in Domestic and Family Violence counselling and programs
4. Experience in and knowledge of, assessment, individual and group treatment and behaviour intervention treatment models (e.g. Cognitive Behavioural Therapy, Dialectical Behaviour Therapy, Strengths-based Approaches and Trauma-informed Care).

# Centacare South West NSW Values

 <p>Courage</p>	<p>We are a strong and sustainable service, with good operational performance to ensure we can meet community needs now and into the future. By maintaining governance and performance frameworks that promote quality services and a professional and skilled workforce.</p>
 <p>Respect</p>	<p>Along with our engaged staff who are leading brand ambassadors for Centacare we will strengthen our community insight through consumer and carer consultation.</p>
 <p>Compassion</p>	<p>Community needs are at the heart of everything we do. We are a leading social service agency providing quality services to the vulnerable, continually increasing services to meet the growing needs of our communities.</p>
 <p>Excellence</p>	<p>We are a centre of excellence. We are innovative and adaptable. We have high standards and ensure best practice approach to our service.</p>
 <p>Team</p>	<p>We are a team. We build a positive team spirit. We watch out for each other. We support each other and we celebrate success. As a team, we make a difference.</p>
 <p>Faith</p>	<p>As a Catholic Social Service Agency, we are proud of our heritage, spirituality, vocation, and whole-person care. We embed Catholic Social Teaching and social justice which guides our work and provides the foundation for our values. By working with the whole person, as an individual, as a family, as a community and as a unique spiritual being.</p>

Centacare South West NSW is committed to ensure our organisation upholds the Safety of all children and young people and their right to be safe. We are compliant with the recommendations of the Office of Children's Guardian.

Reviewer	HR	Version:	July 2025
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