

POSITION	Family & Relationship Services (FaRS) Family Counsellor/Mental Health Social Worker	STATUS	Full time
REPORTS TO	Manager, Mental Health and Wellbeing Services	LOCATION	Narre Warren, Frankston

BETTER PLACE AUSTRALIA

Better Place Australia has a vision of *“An Australia where all people experience positive relationships, truly value each other and live safer, more fulfilling lives”*. Our purpose is *“To empower people to become more resilient and experience improved wellbeing to better determine their futures”*.

Our organisational values are at the forefront of all interactions with our employees, our clients and our stakeholders.

We are:

- Creative
- Caring
- Welcoming
- Responsive; and
- Thriving

As a community focused ‘for-purpose’ organisation with an ever-growing range of psychological and community support services, Better Place Australia is taking a leadership role in the provision of high-quality, effective services for a wide range of community groups across Victoria.

PURPOSE OF ROLE

To provide high quality counselling, conflict resolution and group work services to individuals, couples and families who may be experiencing distress or conflict with the aim of improving wellbeing and enabling them to better manage their relationships with partners, ex-partners, parents, children and step children.

WORK PERFORMED

Direct Service:

- Provide short-term counselling for individuals, adolescents, couples and families.
- Provide appropriate information and referral for parties, including referral to other programs within the Family Relationship Centre and external organisations.
- Provide group work as appropriate.
- Work closely with other Better Place Australia staff in developing a coordinated and integrated approach to assisting clients to resolve relationship difficulties effectively.
- Participate in telephone duty as required.
- Maintain knowledge of, and adhere to, the policies and procedures of the organisation.

Community Liaison and Networking:

- Work in a consultative manner with Indigenous and Migrant Information Services as required to ensure

that service provision is implemented in a culturally sensitive manner.

- Establish and maintain contact with relevant community service organisations, departments, and individuals as appropriate.
- Respond efficiently, creatively, and in a timely fashion to developments in the delivery of mediation and therapeutic services.
- Participate in promotional activities and the community education component of the Program.

Program Responsibilities:

- Promote teamwork through the sharing of skills and knowledge.
- Participate in staff activities including but not limited to staff meetings, staff development, on-going training activities and case review.
- Be willing to reflect upon own professional and personal practice within the organisation and demonstrate integrity and honesty based on a commitment to high quality professional practice
- Attend and actively engage in supervision sessions as required.
- Keep records of all work undertaken including accurate and up to date case files and statistical records.
- Participate in the annual staff appraisal process.
- Maintain knowledge of, and adhere to, the policies and procedures of the organisation.
- Willingness to reflect upon own professional and personal practice within the organisation and demonstrate integrity and honesty based on a commitment to high quality professional practice.

Quality & Compliance

- Ensure any quality risks are identified and reported promptly and that prevention strategies are implemented to ensure the safety of all clients and staff.
- Maintain a good working knowledge and understanding of the QIC Health and Community Standards.
- Pursue opportunities for quality improvement, and actively contribute to the accreditation of the service being delivered.
- Participate in regular audit processes to ensure compliance with applicable regulatory bodies is maintained
- Contribute to the development and implementation of service manuals in accordance with contract and program requirements.
- Ensure better place Australia's services are in compliance with applicable funding contracts, including reporting requirements.

Other:

- Other duties as assigned and which are consistent with the position.
- Ensure compliance with Better Place Australia's code of conduct and related organisational policy material
- Contribute to a culture of health and safety.
- Identify potential hazards and implement appropriate risk mitigation responses in so far as is reasonably practicable.

REQUIRED KNOWLEDGE AND EXPERIENCE

- Tertiary qualifications in a relevant discipline with an orientation to behavioural sciences
- Formal counselling qualification and /or relevant professional experience together with registration as an Accredited Mental Health Social Worker (AASW)
- Demonstrated skills in screening and assessment of family violence
- Demonstrated commitment to Child Safety Principles and evidence of active participation in activities and initiatives to ensure child safety and wellbeing

- A thorough understanding of the theoretical concepts of mediation, family therapy and counselling, and the ability to apply these concepts
- Experience in facilitating groups
- Knowledge of the effects of conflict, separation and divorce on families and individuals
- Knowledge of the critical life stages in a family's development, and how individuals manage these stages
- Knowledge and experience of brief therapy approaches, conflict resolution approaches and short-term counselling processes
- Understanding of power differentials, patterns of communication, violence issues, parenting, and child development in the context of family dynamics

PERSONAL COMPETENCY REQUIREMENTS

- The ability to think creatively and develop innovative responses to situations as they arise
- Highly developed interpersonal skills
- Outstanding written and verbal communication skills
- The ability to rapidly develop rapport with clients
- Realistic reflective self-assessment skills essential
- Demonstrated experience in working with a multi-disciplinary team

OTHER

- Membership of the Australian Counselling Association (ACA) level 2 or above [*Desirable*]
- Medicare registration, background in Psychology/Social Work [*Desirable*]
- Competent computer skills particularly in Microsoft Office
- Current Victorian driver's license
- Current satisfactory National Police check
- Working with Children Check (Victoria)

KEY RELATIONSHIPS / INTERACTIONS

Internal

- Regional Service Manager
- Administration Coordinators
- Operational staff

External

- Clients and their family members
- Members of the Community
- Community and Government Representatives and Service Providers

GENERAL INFORMATION

Better Place Australia is a not for profit organisation, providing services for all members of the community regardless of religion, age, gender, sexuality, lifestyle choice, cultural background or economic circumstances. We offer a workplace culture reflective of a vibrant, learning organisation where our people are highly engaged in their work and committed to making a difference. At BPA, we all have a shared responsibility for supporting a culture of inclusivity and diversity. Our

organisation is committed to child safety and we carry out police record, working with children and reference checks to ensure that we are recruiting the right people.