



**POSITION TITLE: TRAUMA INFORMED COUNSELLOR**

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| <b>Position Title</b>             | Trauma Informed Counsellor   | <b>Program / Funding Stream</b> | Connecting Pathways Initiative |
| <b>Position Classification</b>    | Health Professionals and Community Services (HPCS) Level 5   | <b>Finance Funding Code</b>     | PMC47                          |
| <b>Reports To</b>                 | Program Coordinator  | <b>Direct Reports</b>           | Nil                            |
| <b>Program / Role Description</b> | <p>Wurlu-Wurlinjang Health Service (WWHS) is an Aboriginal Community Controlled Organisation that prides itself on delivering a range of health services to the community in a style and manner that makes clients feel welcome and comfortable.</p> <p>WWHS operates a range of clinics and provides a range of primary health care and other services which include our Main Clinic (acute and general care), Gudbinji Chronic Disease Clinic, Binjari Health Centre, Women and Children's Health and Men's Health.</p> <p>We also deliver Community Service programs which aim to achieve better outcomes in early intervention, treatment and management through an integrated approach in a primary health care setting like our Alcohol and Other Drugs Program, Social and Emotional Wellbeing program, Katherine Individual Support Program and our Strong Indigenous Families program.</p> <p>As well as providing Clinical and Community Services WWHS also provides Professional Development and Training, as well as Corporate Services being: Human Resources, Finance, Infrastructure, Work Health and Safety, Compliance and Administration Support.</p> <p>The Connecting Pathways Initiative is a program designed to deliver a holistic healing activity that supports local Aboriginal and Torres Strait Islander women, men, young people, children and their families, including grandparents and carers, who are, or at risk of, experiencing family violence to heal from all forms of family violence.</p> |                                 |                                |

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|                       | <p><i>Component One</i> of the initiative is to deliver activities that deliver an age targeted family violence healing initiative for women and their children experiencing, or at risk of experiencing family violence to support participants to take ownership and control of their lives, tackle issues associated with family violence and ensure healthy living.</p> <p><i>Component Two</i> of the initiative is to deliver an age targeted family violence prevention healing activity that supports local Aboriginal and Torres Strait Islander men by equipping them with practical tools and skills to recognise and prevent family violence and make meaningful contributions to their family, community and culture.</p> <p><i>Component Three</i> of the initiative is to deliver a family violence prevention and education healing activity that supports local Aboriginal and Torres Strait Islander young people at risk of experiencing and/or using family violence who are in school and/or whose parents or carers are accessing Wurli services.</p> |
| <b>Qualifications</b> | <p><b>Essential:</b> Diploma of Counselling, Bachelor of Counselling, Graduate Diploma of Counselling<br/>Or equivalent territory qualification.</p>  |
| <b>Experience</b>     | <p><b>Desired:</b> Previous experience working from a holistic and culturally safe blue print.</p> <p><b>Essential:</b> Previous experience with trauma informed counselling</p> <p><b>Desired:</b> Previous experience working with Indigenous communities</p>   |
| <b>Prerequisites</b>  | <p>National Police Records Check and Working with Children's Clearance<br/>Current Northern Territory Driver's License</p>  |

| <b>Key Result Area</b>  | <b>Responsibilities / Activities</b>  | <b>Standard Measure</b>   |
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| <b>SERVICE DELIVERY</b> | <ul style="list-style-type: none"> <li><input type="checkbox"/> Provide counselling sessions that apply knowledge of complex trauma and/or crisis interventions, demonstrating an ability to assess for and manage complex trauma appropriately</li> <li><input type="checkbox"/> Provide for skill development in the areas of coping mechanisms, mediation, conflict resolution, anger management, grief and loss and health promotion</li> </ul> | <ul style="list-style-type: none"> <li>• Services delivered meets the stated objectives in accordance with the funding agreement, Wurli's Continuous Quality Improvement Program and related policies and procedures:-</li> </ul> |

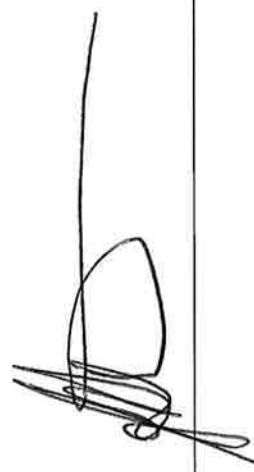
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|   | <ul style="list-style-type: none"> <li><input type="checkbox"/> Identification and provision of strategies to assist keep women and children safe including the development of safe exit bags.</li> <li><input type="checkbox"/> Ensure interventions developed to address client needs are clearly linked to an appropriate treatment plan, which is continuously monitored and evaluated for effectiveness</li> <li><input type="checkbox"/> Report risk management issues that may impact upon the safety and health of clients</li> <li><input type="checkbox"/> Identify and develop focus groups, return to country days, group therapy or other community activities in accordance with the goals of reducing domestic and family violence</li> <li><input type="checkbox"/> Undertake and/or participate in case coordination of clients where required</li> <li><input type="checkbox"/> Demonstrate a commitment to supervision and professional development.</li> <li><input type="checkbox"/> Engage and work closely with other Wurli employees to assist with bridging cultural and language gaps.</li> <li><input type="checkbox"/> Provide high level support to workshops, yarning groups, one on one and group counselling sessions, cultural activities on country, meetings with Elders (advisory group), Mental Health First Aid, Youth camps and Referral pathways to Wurli's Men's Justice Strong Bala program.</li> <li><input type="checkbox"/> Be able to independently apply professional knowledge and judgement when performing novel, complex or critical tasks.</li> </ul> | <ul style="list-style-type: none"> <li><input type="checkbox"/> Counselling, group work and community education sessions, conducted in accordance with program requirements</li> <li><input type="checkbox"/> Successful counselling outcomes met by achieving case plan goals in determined time frames</li> <li><input type="checkbox"/> Actively contribute to the development of professional knowledge and skills in their field of work.</li> </ul> |
| <p><b>PROGRAM DEVELOPMENT, NETWORKING &amp; LIAISON</b></p> | <ul style="list-style-type: none"> <li><input type="checkbox"/> Provide information to the Program Coordinator with respect to trends, needs and matters of relevance to the effective and appropriate delivery of services to clients.</li> <li><input type="checkbox"/> Provide advocacy and support for issues impacting the family as identified</li> <li><input type="checkbox"/> Participate in the regular monitoring and evaluation of the program</li> <li><input type="checkbox"/> Work with existing partnerships to identify young people who would benefit from participation in this initiative through local schools and through social medial channels and through other avenues available to Wurli.</li> <li><input type="checkbox"/> Actively work with all referral pathways available through Wurli programs.</li> </ul>  | <ul style="list-style-type: none"> <li>• Active involvement and contribution to networking, advocacy, monitoring and evaluation of the program</li> </ul>   |

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| <b>TEAM SUPPORT / SUPERVISION</b>   | <input type="checkbox"/> Attend and provide high level support to the organisation in the delivery of activities (in conjunction with the local community) to assist and facilitate community empowerment.<br><input type="checkbox"/> Actively participate and contribute to team meetings and other relevant events or organisational meetings as required<br><input type="checkbox"/> Actively monitor support staff for the impacts of Vicarious Trauma<br><input type="checkbox"/> Access/schedule minimum Monthly Clinical Supervision | <ul style="list-style-type: none"> <li>Contribute to, and be part of, the organisational culture where teamwork, cooperation, client service, staff wellbeing, quality, safety and confidentiality are the focus</li> </ul>             |
| <b>ADMINISTRATION &amp; REPORTING</b>   | <input type="checkbox"/> Maintain all necessary documentation to ensure that service user files and written information is up-to-date, complete and consistent with standards,<br><input type="checkbox"/> Complete all reporting requirements (weekly, monthly and bi annual) to standard as required and within the required time frames.<br><input type="checkbox"/> Assist in the preparation of program reports and submission as required  | <ul style="list-style-type: none"> <li>Client files are accurate, complete and maintained in a confidential manner.</li> </ul>  |
| <b>WORKPLACE HEALTH &amp; SAFETY</b>  | <input type="checkbox"/> Ensure your personal health and safety, and that of others in the workplace<br><input type="checkbox"/> Comply with any reasonable direction (such as safe work procedures, wearing personal protective equipment) given by management for health and safety<br><input type="checkbox"/> Promote and deliver the service in accordance with Wuri's risk management framework<br><input type="checkbox"/> Report all accidents, incidents, near misses and hazards immediately                                       | <ul style="list-style-type: none"> <li>Adheres to Risk Management and WH&amp;S Policy and Procedures at all times</li> </ul>  |
| <b>CORPORATE IDENTITY</b>   | <input type="checkbox"/> Promote and embody Wuri's vision and values<br><input type="checkbox"/> Act as a role model for Community Activity Officers and clients<br><input type="checkbox"/> Maintain professional networks that allows for good service delivery and continuity of care for patients<br><input type="checkbox"/> Act in accordance with Wuri's Code of Conduct  | <ul style="list-style-type: none"> <li>Acts in a professional manner / leads by example and maintains the reputation of the organisation and profession / service</li> <li>Positively promotes the image of the organisation</li> </ul> |
| <b>Personal Characteristics / Qualities</b>   |  | <b>Job Competencies (Skills and Knowledge)</b>  |
| <ul style="list-style-type: none"> <li>Service –user focused: Committed to and acts for well-being of internal and external service users, ensures needs of service users remain key focus</li> </ul> |  | <ul style="list-style-type: none"> <li>Willingness to work within Wuri's values and vision and adhere to quality improvement practices, policies and procedures</li> </ul>  |

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| <ul style="list-style-type: none"> <li>• An ability to appropriately deal with pressure and maintain composure and effective communication when engaging with women and children in crisis</li> <li>• Good time management skills with a pro-active approach to timely follow up and completion of tasks</li> <li>• Ability to build and manage credible and productive internal and external working relationships</li> <li>• Ability to communicate sensitively and effectively with Indigenous people</li> <li>• Ability to self-motivate and self-manage while working in a dynamic environment</li> <li>• Ability to multi task</li> </ul> | <ul style="list-style-type: none"> <li>• Demonstrated knowledge and understanding of Indigenous societies and culture, including issues affecting indigenous people in contemporary Australian Society and knowledge of Katherine and surrounding communities</li> <li>• Demonstrated ability to work within a service delivery model which recognises people's capacity for change while acknowledging the serious impacts of domestic, family and community violence.</li> <li>• Understanding of domestic and family violence, its complexities and consequences, in a range of cultural and social contexts.</li> <li>• Demonstrated articulation of a well-developed practice framework for crisis intervention in a domestic violence context and counselling (including children and young people), as well as an understanding of the practices and principles of community development and education.</li> <li>• Computer skills including the ability to use MS Office Suite, MS Outlook, client data base and/ or equivalent.</li> <li>• Excellent written and verbal communication skills</li> </ul> |
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APPROVED

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**Suzi Berto**  
Chief Executive Officer

29/04/2021

Date: