







FAMILY COUNSELLOR – EARLY PRESERVATION AND OUTREACH






POSITION DESCRIPTION




Conflict Resolution service is a nationally accredited alternative dispute resolution service that resolves conflict professionally, competently and compassionately.

-  As a not-for-profit organisation we are the leading alternative dispute resolution service in the Australian Capital Territory. Focusing on reducing the emotional and financial impact of conflict on the community.
-  As accredited professionals we work in partnerships with courts and are the preferred provider for Government, businesses, the community and individuals to resolve conflict.
-  In a distinctive way we respect the rights and voices of all parties engaged in resolving conflict and seek to ensure our costs are low to facilitate access for those on low incomes in our community.
-  We are multidisciplinary organisation that specialise in therapeutic case management and holistic wrap around support for vulnerable young people and families.
-  We are the only locally based Nationally Accredited Mediation Training organisation.
-  All our services are provided through a Trauma Informed lens and as such the organisations leadership is founded on Trauma Informed principles.

AS A CHARITABLE ORGANISATION CONFLICT RESOLUTION SERVICE KEEPS COSTS LOW TO ENSURE THE CANBERRA REGION CAN ACCESS SERVICES THEY REQUIRE IN A TIME OF NEED.

Conflict Resolution Service is a registered not-for-profit Organisation that has been supporting the Canberra Region in Dispute Resolution Services for over 30 years. Our professional services include:

-  family dispute resolution
-  therapeutic case management
-  community mediation
-  programs to prevent youth homelessness
-  conflict coaching for families and individuals

-  community education
-  workplace consultations
-  training and professional development for individuals and organisations.

Services are offered to individuals, government agencies and the private sector. CRS is funded by the ACT Government with additional income being generated through fees for commercial mediation, facilitation and training.

PROGRAM

The Safe and Connected Youth (S&CY) program provides children and young people aged between 8-15 years and their families with support to improve family functioning and reduce the risk of homelessness and the harms and risks linked to homelessness. S&CY works with children and families experiencing family conflict and where there is a risk of youth homelessness to address their complex and intersecting risk factors through a child centred/family focused integrated service model. The program aims to improve family functioning and address the diverse needs to improve outcomes for individuals and families and reduce the risk of family breakdown and youth homelessness.

The program consists of Therapeutic Case Workers, Family Mediators, Youth Workers, Family Counsellor and Senior program staff who work together to provide intensive and holistic, wrap around support to reduce the risk of youth homelessness due to family conflict. When a need is identified, young people are able to be accommodated in therapeutic respite through the Safe and Connected Youth program.

Conflict Resolution Service are the lead agency in partnership with Marymead, to deliver this integrated service.

POSITION OVERVIEW

In close collaboration with the Safe and Connected Youth program's leadership and therapeutic teams, facilitate the preservation and reunification of young people and their families in the Safe and Connected Youth program; delivering counselling and leading therapeutic interventions aimed at resolving conflict between young people and their families and/or dealing with the effects of trauma, conflict, and abuse.

POSITION TITLE	Family Counsellor – Early Preservation and Outreach
CONTRACT TYPE	<p>Full-time</p> <p>Flexible working arrangements available according to job role and responsibilities.</p> <p>Availability to work Monday – Friday, between 7am – 7pm.</p> <p>All CRS employment contracts are dependent on continued Government Funding.</p>
REMUNERATION	Level 4.1 -5.1 (Social, Community, Home Care and Disability Services Industry Award 2010)
PRIMARY LOCATION	1/32-38 Townshend Street, Phillip, ACT 2606
SUPERVISOR	Manager – Family and Youth Programs
KEY RESPONSIBILITIES	<p>The key responsibilities associated with this role include:</p> <ul style="list-style-type: none"> • Provide a high standard counselling to young people and their families with a focus on: <ul style="list-style-type: none"> ▪ Reducing family conflict ▪ Developing positive relationships ▪ Preventing young people becoming homeless or reunifying them with their families • Provide high standard of counselling which supports people who are dealing with the effects of trauma, conflict, and abuse who are at risk of homelessness • Complete safety assessments and work collaboratively with the Ruby’s team to respond to risk and vulnerability • Operate within the Ruby’s Service Model • Ensure services are provided in a timely manner with due regard to geographical and cultural access and equity issues • Encourage active involvement of families in the management, care and future plans of their children

	<ul style="list-style-type: none"> • Provide guidance and leadership to the therapeutic practice of the Therapeutic team in line with the Ruby’s Service Model • Work collaboratively with, advocate for, and refer clients to, other internal and external services, as required <p>2. Quality assurance</p> <ul style="list-style-type: none"> • Perform regular review and reassessment processes with clients to ensure information is correct, risk is regularly reappraised, goals remain relevant, and success is celebrated • Engage in regular supervision and reflective practice • Actively engage and contribute to Weekly Assessment Meetings • Maintain detailed and up to date case notes and documentation • Engage in networking to enhance collaboration and partnerships. <p>3. Policies and Procedures</p> <p>Maintain adherence to of respective program policies and guidelines, including identifying any gaps to ensure:</p> <ul style="list-style-type: none"> • Alignment with regulatory and statutory requirements • Best practice in service delivery • Currency of practice; and • Staff welfare and wellbeing. <p>4. Administration and Records Management</p> <ul style="list-style-type: none"> • Ensure CRS client database in being used accurately and effectively in recording client information, case activity and progress • Ensure CRS continues to meet the requirements of the Privacy Act in managing data and liaison with other services <p>5. Reporting</p> <p>Assist where necessary to internal and external reporting including:</p> <ul style="list-style-type: none"> • Reports to Senior Manager of Family and Youth Programs • Six monthly Service Funding Agreements <p>6. Other duties as directed</p>
<p>SELECTION CRITERIA</p>	<ul style="list-style-type: none"> • Demonstrated experience providing family counselling and/or individual counselling support • Experience working with young people and families within a strength based, trauma-informed framework • Demonstrated ability to work in collaboration with other service providers to improve quality of life for young people and/or families.

	<ul style="list-style-type: none"> • Demonstrated understanding and knowledge of a range of therapeutic approaches including Narrative Therapy, Family Therapy and Attachment theory. • Ability to be flexible and adapt to changing environments • Capacity to work with high needs and complex families. <p><u>Desirable</u></p> <ul style="list-style-type: none"> • Professional accreditation with the Psychotherapy and Counselling Federation of Australia (PACFA) or the Australian Counselling Association (ACA) or working towards • Experience providing therapeutic supervision • Experience in delivering training in therapeutic modalities • Previous experience working in the not-for-profit sector.
<p>QUALIFICATIONS</p>	<ul style="list-style-type: none"> • Tertiary qualification in Counselling, Social Work, Psychology, or the equivalent • Experience in providing family counselling services • Full driver's license • WWVP clearance.
<p>CONDITIONS OF EMPLOYMENT</p>	<p>This Job description has been developed and established on the understanding that this job is the employee's primary employment.</p> <p>In consideration of the safety and wellbeing of employees, and the business and other interests of Conflict Resolution Service, all employees are required to obtain prior approval from the CEO to undertake other employment, both paid and unpaid (including voluntary). Failure to do this may be considered a breach of contract and grounds for disciplinary action, including but not limited to termination of employment.</p> <p>In the event that the employee undertakes other employment, this Job description should be reviewed to ensure the interests and obligations of the employee and organisation are met.</p>

CONTROL PANEL	
VERSION	1.2
DATE	November 2023
EMPLOYEE NAME	

SIGNATURE
DATE
DIRECTOR, Family and Youth Programs
SIGNATURE
DATE

