

POSITION DESCRIPTION

JOB TITLE	Senior Counsellor – Therapeutic Counselling
STATUS	Permanent Part Time (minimum 0.8FTE)
LOCATION	North (Launceston) or North West (Burnie & Devonport)
DATE	March 2024
REPORTS TO	Therapeutic Services Manager
AWARD	Social, Community, Home Care and Disability Services Industry Award 2010, Level 7

ABOUT LAUREL HOUSE

Laurel House provides a range of trauma-informed, evidence based, therapeutic services to victim-survivors of sexual assault, their families and supporters. We also develop and deliver a broad range of programs to adults, young people and children including the provision of therapeutic face-to-face counselling at our centres located at Launceston, Devonport and Burnie and through outreach locations across the North and North West Tasmania. Laurel House is partnering with the Tasmanian Government in the delivery of the North and North West Arch centres (multidisciplinary centres) for victim-survivors of sexual harm. Laurel House delivers the PAST (Prevention, Assessment, Support and Treatment) Program for children and young people (aged 17 years and under) who have displayed harmful sexual behaviours in North and North West Tasmania. Our team also provides community education and other capacity building programs focused on the prevention of sexual harm and on supporting parents, carers and service providers to better respond to disclosures of sexual violence.

PURPOSE OF THE ROLE

Reporting directly to the Therapeutic Services Manager, the Senior Counsellor – Therapeutic Counselling is expected to lead the delivery of a high standard of trauma-informed practice with victim-survivors of sexual violence that observes professional standards, legislation and confidentiality. The Senior Counsellor – Therapeutic Counselling will lead Laurel House’s medium to long-term support services including counselling, advocacy, case management and peer support for victim-survivors, their families and supporters, and others affected by sexual harm, from Laurel House’s offices and outreach services across regional areas in Northern Tasmania. The Senior Counsellor – Therapeutic Counselling will work collaboratively with Therapeutic Services Manager and other Senior Counsellors to provide professional supervision and incidental debriefing and support to counsellors at Laurel House, and to ensure victim-survivors and other clients have a positive experience at Laurel House. The position plays a key role in supporting the various functions performed by Laurel House’s Therapeutic Practice Team and in response to key strategic objectives.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

Specific Senior Counsellor – Therapeutic Counselling Responsibilities

- Provide oversight and leadership to counsellors who deliver therapeutic counselling services (including counsellors who report to other senior counsellors).

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- Cofacilitate weekly intake/allocation meetings in conjunction with the Senior Counsellor – Intake, Crisis and After-Hours.
- Oversee allocation processes including providing support to the allocated counsellor.
- Support counselling staff in providing high quality specialist trauma counselling and support to clients.
- Coordinate outreach service provision and support counsellors to develop outreach community plans.
- Undertake 6-8 weekly Case Reviews with all counselling staff to ensure effective assessment, case planning and exit planning is occurring and that clients are supported effectively and efficiently through the service.
- Co-ordinate peer supervision sessions in relation to therapeutic counselling.
- Liaise with other Senior Counsellors in relation to a client's journey through Laurel House's services.

General Senior Counsellor Responsibilities

- Provide line management and internal supervision to allocated therapeutic practice staff/counsellors, as negotiated with the Therapeutic Services Manager.
- Provide feedback to other Senior Counsellors and the Therapeutic Services Manager in regards to service delivery, support to staff and other relevant matters.
- Ensure that the service provided to clients is in line with the trauma-informed principles of safety, trustworthiness, choice, empowerment, collaboration and cultural sensitivity.
- Ensure therapeutic practice staff/counsellors are completing appropriate case documentation in a timely manner.
- In collaboration with other members of the Therapeutic Practice Leadership Team:
 - provide professional support and debriefing to all members of the Laurel House team, especially after crisis situations or other complex presentations;
 - provide opportunities and support to students on placements at Laurel House;
 - support the onboarding and induction of new Laurel House team members;
 - liaison with external services;
 - coordinating counselling support at education programs and other community events;
 - provide specialist advice related to areas of practice expertise.
- Contribute to the planning, implementation and evaluation of Laurel House's therapeutic services, policies and procedures within a continuous quality improvement framework.
- Support the effective measurement of client outcomes and client satisfaction.
- Provide regular reports and updates to the Therapeutic Services Manager as requested.
- Complete annual performance reviews with staff, providing staff with constructive and supportive performance feedback and professional development opportunities as appropriate.

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Service Delivery Responsibilities

- Provide confidential, client focused face-to-face and telephone counselling and support for adults, young people, children and non-offending family members and support people who are affected by sexual violence.
- Maintain a minimum of one to two client appointments per day as per agreed work plan with Therapeutic Services Manager.
- Monitor client progress against goals and positive outcomes that they have identified, and tailor a response to individual victim-survivors considering their diverse characteristics, attributes and experiences, and their preferences and perspectives.
- Ensure client records and files are maintained at a professional level and in accordance with Laurel House policy.
- Prepare court reports and provide credible witness when required.
- Listen to and advocate for the needs of clients within Laurel House and promote the voices and resilience of victim-survivors more broadly within the service system.
- Respond to the needs of clients who have experienced a recent sexual assault by supporting victim-survivors through legal and medical processes.
- Participate in outreach and early intervention and prevention educational programs.
- Work collaboratively with other organisations to ensure that clients have access to the support they need and to minimise the impact of sexual harm.
- Attend team meetings and training as required.
- Act ethically towards all clients especially children and ensure at all times that the safety and wellbeing of children is protected.
- Other duties/projects as directed by the Therapeutic Services Manager or CEO.

PERSONAL QUALITIES AND ATTRIBUTES

- Consistently approachable, friendly and supportive manner.
- High standard of ethics and integrity which inspires trust and confidence.
- High level emotional intelligence and interpersonal skills.
- Demonstrated commitment to lead within a trauma-informed framework and to building a positive and supportive workplace culture.
- Ability to build and maintain collaborative relationships.
- Commitment to professional learning, reflective practice and continuous improvement of self and team.
- Ability to employ sound judgement and decision making amongst competing demands
- Ability to show initiative in planning and developing new ideas and approaches.
- Demonstrated resilience and exceptional flexibility and adaptability to meet the diverse and changing needs of the organisation.

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SELECTION CRITERIA

The nominated position objective and duties contained in this position description must also be used to assist in the interpretation of these selection criteria.

Essential Criteria

1. Extensive clinical experience including the delivery of specialist trauma counselling and trauma-informed care.
2. Experience in supervising and supporting others to develop their clinical skills.
3. Experience working with diverse communities or lived experience of diversity including Aboriginal and Torres Strait Islander people, LGBTQIA+, migrant, people with disability, and members of culturally, linguistically and religiously diverse communities.
4. Understanding of sexual violence through an intersectional feminist approach.
5. Demonstrated experience in leading practice and evidence of understanding, skills and experience in the provision of clinical supervision and staff support.
6. Proven high level of written and verbal communication skills including demonstrated ability to communicate with people from diverse backgrounds, preparation of confidential client records and formal reports, and the provision of briefings or reports to support decision making of senior leaders.
7. Evidence of knowledge of Tasmanian and Federal legislation/regulation and national quality standards pertaining to sexual assault, family violence, child safety and wellbeing and related legislation.

Desirable Criteria

1. Experience working with children and young people who have used harmful sexual behaviour.
2. Experience in a not-for-profit community-based organisation.
3. Lived experience of sexual harm or experience working with victim-survivors of sexual assault.
4. Lived experience of cultural, linguistic or religious diversity, and or other intersectional experiences of inequality or oppression.

OTHER POSITION REQUIREMENTS

- Bachelor's degree in psychology, social work, counselling, or equivalent qualification, or occupational therapist with mental health accreditation; with registration for AHPRA or the relevant professional association.
- A minimum of five years practical experience.
- Participation in the after-hours roster.
- Must hold Australian citizenship be a permanent resident of Australia or possess a relevant temporary visa with permission to work rights.
- A current Working with Vulnerable People Card.
- A satisfactory National Police Certificate.
- Current driver's licence.
- Regular intrastate travel will be required to fulfill the duties of this role

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This job description serves to illustrate the scope and responsibilities of the position and is not intended to be an exhaustive list of duties. You will be expected to perform other job-related tasks as requested by your supervisor and as necessitated by the development of this role and the development of the business.

LAUREL HOUSE'S COMMITMENT TO DIVERSITY

Laure House values the expertise, lived experience and cultural wisdom of Aboriginal and Torres Strait Islander, LGBTIQ+, migrant, culturally and linguistically diverse, and people with disability. Applicants from these groups are strongly encouraged to apply, as are people with parenting or caring responsibilities.

STATEMENT OF COMMITMENT TO THE SAFETY OF CHILDREN AND YOUNG PEOPLE

Laurel House is a Child and Youth Safe Organisation. We have a zero tolerance for child abuse and have systems to protect children and young people from abuse. We take all allegations and concerns very seriously and respond to them consistently in line with our policies and procedures. We actively work to listen to and empower children and to providing an inclusive and safe environment for all your people. In particular, we are committed to promoting cultural safety and to ensuring that the diverse needs of children and young people are met.

POSITION DESCRIPTION APPROVAL

Kathryn Fordyce
Chief Executive Officer
Date: March 2024