

Position Description

Title	Family Counsellor
Business unit	Uniting AOD, MH & Carer Services
Location	26 Jessie Street, Coburg
Employment type	Full Time, Maximum Term
Reports to	Excellence Hub Management

About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land.

We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

1. Position purpose

To work with family and other caring supports of people using substances. The family counsellor provides direct counselling support to families and where appropriate their family member who is using substances with a focus on harm reduction and increasing coping strategies. The family counsellor also has a team capacity building function in their role as specialist, to support other AOD, MH & Carer Services programs.

2. Scope

Budget: nil

People: nil

3. Relationships

Internal

- Counselling Team Leader
- Excellence Hubs management and leadership
- Excellence Hubs Staff
- Specialist Family Violence Advisors

Position Description

AOD Family Counsellor

- Uniting AOD, MH & Carer Services division staff and management

External

- Consumers, Families and Guardians
- GP's
- Mental Health Services
- Housing and Homelessness Services
- Other community support programs

4. Key responsibility areas

Service delivery

- Provide high quality engagement, assessment, treatment and support services to individuals and their families, using best practice principles including Family Inclusive Practice and Dual Diagnosis Principles.
- Assess the needs of consumers and their families seeking assistance from other participating services.
- Provide secondary consultation for staff, specifically around working with and supporting families.
- Support staff and families engaged in the Catalyst and Torque programs.
- Develop treatment plans that meet the individual needs of the family member/s.
- Provide individual counselling and support to consumers and their families as appropriate to ensure individual consumer needs are met.
- Facilitate group programs for consumers and their families that encourage consumer participation and provide support.
- Educate families of consumers about longer term management of the consumers substance use treatment plans and ongoing needs.

Administration

- Maintaining up-to-date progress notes, case files and data entry in a confidential and professional manner.
- Contributing to the achievement of continuous quality improvement.
- Adhering to and keeping informed of relevant legislative compliance requirements, and reporting any perceived breaches, risks, hazards, incidents where relevant.
- Undertaking other duties as directed by the Excellence Hub Leadership team.

Stakeholder engagement

- Develop and sustain effective communication channels with clients and their families undergoing withdrawal, actively involving them in the counselling process to ensure continuous support is accessible.
- Collaborate with agencies throughout Metropolitan Melbourne to construct robust referral networks.
- Offer consultancy services to staff, key agencies, and pertinent stakeholders.
- Act as a representative of Uniting in family-specific forums and interagency meetings, as deemed suitable.
- Forge and maintain cooperative and fruitful partnerships with existing and prospective stakeholders and collaborators, both internally and externally.
- Engage in team planning, steering groups, reference groups, and working parties within and outside the agency, as appropriate.

People and teams

- Be an active and engaged participant to contribute to a productive team.
- Lead practice in family inclusive and sensitive practice across the division.
- Where qualified provide secondary consult and specialist supervision.
- Undertake regular supervision and performance review with line manager, providing feedback to promote collaborative working relationships

Position Description

AOD Family Counsellor

- Promote and maintain a positive, respectful and enthusiastic work environment.
- Provide additional training and workforce development opportunities for staff where appropriate.
- Provide authentic team leadership and the highest level of professional conduct in alignment with Uniting's values.

Legal requirements & risk management

- Ensure all legal, funder and statutory requirements pertaining to the position are met including serious incidents, reportable conduct, and mandatory reporting (child safety)
- Foster a culture where risks are identified and appropriately managed
- Report areas of serious risk to next level supervisor and work together to mitigate those risks.

Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position.
- Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and/or young people.
- Declare any potential or actual conflict of interest that you become aware of through the course of your engagement:
 - Based on a relationship with a current member of Uniting's workforce
 - Based on my ongoing work with another organisation
- Use the Family Violence Multi-Agency Risk Assessment and Management Framework (MARAM) to ensure effective identification, assessment and management of family violence risk for both victim survivors and people using violence.
- Use the Family Violence Information Sharing Scheme (FVISS) and Child Information Sharing Scheme (CISS) to facilitate client information sharing (where appropriate) and ensure a collaborative approach is adopted for managing family violence risk.
- Work within the bounds of the Mental Health and Wellbeing Act 2022 to promote compassionate and improved mental health support while concurrently addressing AOD treatment goals.
- Hold a minimum caseload according to the requirements of the funding body and management guidance.
- Work within a trauma informed framework, recognising that consumers may have current and historical experiences of trauma.

5. Person specification

Qualifications

- Relevant qualifications health and or welfare Tertiary Qualification such as Family Therapy, Social Work, Psychology, Nursing or Allied Health Sciences

Position Description

AOD Family Counsellor

- Certificate IV in AOD or have completed the core competencies (or able to complete within the first 24 months of employment).
- Competencies in dual diagnosis (or able to complete within the first 24 months of employment). See Appendix 1.

Experience

- Demonstrated experience working with families in AOD, Mental Health or related fields.
- Experience working with consumers and/or their families navigating complex issues.
- Capacity to assess for need, provide treatment planning and relevant evidence based and informed interventions for AOD, family work and related issues of concern.
- Preferred experience working with consumers and/or families in a group setting.

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values.
- Demonstrated ability to provide safe environments for children and young people and protect them from abuse and neglect.
- Proven ability to effectively work with people and families experiencing problematic alcohol and other drugs use in a respectful, compassionate, and positive manner.
- Demonstrated understanding of community-based interventions for reducing alcohol and drug related harm.
- Proven ability to work with a range of people and organizations (including specific work groups such as Aboriginal, CALD and Forensic clients).
- A demonstrated commitment to teamwork and the ability to take appropriate individual and team responsibility for the welfare of clients.
- Ability to identify, assess and respond to family violence risk appropriately.
- Ability to convey warmth, openness, empathy, and concern for the welfare of clients.
- Collaborate effectively with clients, families, colleagues, stakeholders, and other service providers.
- Demonstrated ability to use a variety of counselling theories and interventions to assist clients AOD goals.
- Current Victorian drivers' license

Appendix A

AOD Competencies

Uniting AOD requires people in clinical positions to have the following competencies (or their equivalent). Where people do not already have these competencies, Uniting will invest in the person's professional development by providing them through its RTO.

The competencies required in the first 12 months of employment are;

CHCAOD001 - Work in the AOD sector – 4 days

CHCAOD004 - Assess needs of clients with AOD issues and CHCAOD009 - Develop and review individual AOD treatment plans – 6 days combined

The competencies required in the second 12 months are;

CHCAOD002 - Work with clients who are intoxicated – 3 days.

CHCAOD006 - Provide interventions for people with AOD issues and CHCAOD007 - Develop strategies for AOD relapse prevention and management – 8 days combined.

Position Description

AOD Family Counsellor

6. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.

7. Acknowledgement

I have read, understood, and accepted the above Position Description

Employee

Name:

Signature:

Date: