

Position Description Intake Counsellor

Our Organisation

WestCASA is a community based not for profit sexual assault, family violence and trauma counselling service operating in the western metropolitan region of Melbourne for over 30 years. WestCASA provides counselling, a crisis response, advocacy, education, and training and is located in the Multi-Disciplinary Centre (MDC) in Werribee with outreach to Footscray, Melton, and the Dame Phyllis Frost Centre (DPFC, a women's prison) in Ravenhall.

WestCASA is a partner with the Gatehouse Centre, Victoria Police (Sexual Offences and Child Abuse Investigation Team – SOCIT and the Westgate Family Violence Unit), IPC Health, Women's Health West, and Child Protection in the Multi-Disciplinary Centre (MDC) in the City of Wyndham.

WestCASA receives funding to deliver sexual assault and family violence support services from the Victoria State Government.

WestCASA aims to provide a service that facilitates the recovery and healing for women, men, diverse gender folk and young people over the age of 12 years who have experienced sexual assault, family violence and other trauma using an empowering, respectful, and culturally sensitive therapeutic approach.

Our Values

Empowerment: Recognising structural inequalities we advocate and work therapeutically to empower people to have choice over their own lives

Safety and Inclusion: For everyone. We strive to create a safe environment for all at WestCASA and to identify and address barriers to inclusion.

Compassion: We value and engender compassion with clients and with ourselves.

Excellence and consistency: We promote reflection, best practice, and accountability in all that we do and say.

Advocating: for greater understanding and community responsibility for the conditions under which sexual assault and related family violence occur. For resources and delivering services that support the prevention of and education about sexual assault and related family violence across our community

Our Philosophy

WestCASA is committed to helping people of all gender identities, ethnicities, races, sexual orientations, religions, ages, and physical abilities. This includes trans, gender diverse and non-binary people of all gender identities and expressions as well as cis gendered women and men. We respect and celebrate the diversity within our communities and workplace and recognise that people may use different terms to describe their identity and experience. At WestCASA you are required to include and celebrate differences such as gender, age, culture, disability, sexual orientation, religion, spirituality, family, and caring responsibilities. These are all valued, respected, and celebrated.

The Role

This role will report to the Intake Coordinator and work closely with the Intake team, The main intake components of the role encompass working within the intake team taking calls and undertaking assessments for women, men, nonbinary, trans community and young people (aged 12 years and over) who have experienced sexual assault and related family violence trauma either recently or in the past, to enable eligible people to access our service with ease.

WestCASA aims to provide a service that facilitates the recovery and healing for women, men, nonbinary, trans community and young people over the age of 12 years who have experienced sexual assault using an empowering, respectful, and culturally sensitive therapeutic approach.

Position Specifications			
Role title	Intake Counsellor		
Location	MDC Werribee	Classification	WestCASA EBA
Employment period	Permanent	Remuneration	WestCASA EBA Counsellor Advocate Grade 2
Reporting structure	Reports to Intake Coordinator	Direct Reports	Nil

Hours of employment	0.8 FTE (4 days per week)
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Role Responsibilities

1. Intake and Advocacy

- 1.1 Provide effective, evidence-based and culturally sensitive intake and assessments for women men, nonbinary, trans community and young people (aged 12 years and over) who have experienced sexual assault/violence, and related family violence either recently or in the past to enable eligible people to access our service with ease. Provide information regarding services, supports, options, referrals and waiting lists.
- 1.2 Provide informed referrals, secondary consultation and collaborate on cases with other services, the legal system and police in Sexual Assault and Family Violence.
- 1.3 Advocate with or on behalf of clients where appropriate, particularly with police, the judicial and medical systems in both Sexual Assault and Family Violence.
- 1.4 Record counselling case notes and client statistics in a timely manner consistent with confidentiality and professional standards.
- 1.5 Contribute to analysis and interpretation of statistical data and client feedback on a regular basis, to inform practice and identify trends that may impact upon service delivery.

2. Organisational Responsibilities

- 2.1 Participate in Board of Governance meetings as required.
- 2.2 Attend regular supervision (work review and clinical supervision) to develop own clinical practice, manage potential impacts of the work on personal well-being, and ensure administrative requirements of the role are appropriately managed
- 2.3 Participate in regular staff meetings, group supervision, training and professional development.
- 2.4 Ensure all work is performed is best practice in accordance with requirements of policy, procedures and legislation.

- 2.5 Participate in developing and implementing policies, initiatives and practices in relation to continuous quality improvement.
- 2.6 Contribute to WestCASA's organisational activities, such as strategic planning, service planning and evaluation, writing position papers and attending public events, if required. This may include attending events and/or meetings after hours.

3 General responsibilities

- 3.1 Maintain and apply up-to-date knowledge of evidence-based, best practice and legislation that impact on the delivery of WestCASA services.
- 3.2 Collaborate with the Co-Ordinator and Area Lead to identify and participate in skills development appropriate to your role and work plan.
- 3.3 Work at outpost sites as required or directed.

Key Selection Criteria

Qualifications

Post-graduate qualifications in either Master of Social Work or Master of Counselling or equivalent

Knowledge and experience

1. Familiarity with the Multi Agency Risk Assessment and Risk Management Framework, MARAM, the Child Safety and Family Violence Information Sharing Schemes and the Redress Scheme for people who have experienced institutional child sexual abuse.
2. Commitment to and understanding of the vision, mission and aims of WestCASA (as attached).
3. Capability to practice in ways that support cultural, racial and gender sensitivity in service delivery.
4. An advanced understanding of the gendered and structural nature of sexual violence and family violence.
5. Solid experience in delivering crisis counselling services, telephone/telehealth or face to face intake support/counselling or programs.

6. Experience and skills in delivering trauma focussed counselling for clients.
7. Sound skills in risk assessment of Family Violence and Sexual assault, working knowledge of MARAM framework.
8. Relevant formal qualifications such as social work or psychology.
9. Clinical skills and experience in: -
 - counselling and crisis intervention with individuals and families
 - clinical engagement with adolescents, men & women, nonbinary and trans communities
 - working with complex PTSD and other challenging presentation
 - development and facilitation of intake related groups;
 - provision of community education and training.
10. Demonstrated ability to manage complex and demanding work both for yourself and in others.
11. Demonstrated ability to maintain accurate and confidential records and prepare professional reports.

Employment Requirements

Demonstrated working rights with Australia
Current Victorian Drivers Licence
Working with Children Check
Police Check
COVID vaccination certification