# Position Description

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| Position title | Counsellor/Snr Counsellor Indigenous Healing Service |
| Document ID | PD-F-196 |
| Program/Unit | WA Services |
| Term | Part-time or Full-time ongoing |
| Classification | SCHADS Level 6 |
| Position reports to | Manager, Pilbara Services |

Organisational context

Established in 1997, MacKillop Family Services (MacKillop) strives to ensure all families are supported to provide children with a safe and permanent home, and the best possible start to their lives.

Continuing the child and family welfare programs of our three founding agencies – the Sisters of Mercy, the Sisters of St Joseph and the Christian Brothers – we provide early intervention programs to support the most vulnerable families, and provide education, disability support, home-based care and out of home care for vulnerable children and young people in Victoria, NSW and WA.

MacKillop has almost 1,100 staff, operating out of more than 40 sites, and has forecast annual revenue for the 2018/19 financial year of over $125 million.

Just like our founders, we are deeply committed to our work, and are driven by social justice. We believe every child should be protected from abuse, neglect and exploitation, and are a child-safe organisation that is committed to protecting and advocating for the best interests of children and families across all our programs.

Our work is underpinned by our values, and by a deep understanding of the impact of trauma, informed by the Sanctuary Model. Sanctuary is a blueprint for organisational change, which supports organisations to provide a safe, non-violent environment for people affected by trauma. It also supports staff and carers to form communities that are safe and caring, and to maintain a culture that reflects these qualities at every level within the organisation. MacKillop is the only licensed provider of training in the Sanctuary Model in Australia.

Our vision

All children, young people and families are safe, thriving and connected to culture and community. MacKillop Family Services will care compassionately, respond large-heartedly and advocate courageously.

Our values

Justice: We believe in the right of all people, regardless of belief or culture, to be treated justly and fairly;

Hope: We commit to creating an atmosphere of hope where people find meaning in their experiences and relationship;

Collaboration: We commit to working in a collaborative spirit through cooperation, coordination, and partnership;

Compassion: We commit to creating an attitude of openness to others and to their circumstances; and

Respect: We seek to listen and learn from each other and to build relationships with respect.

WA Services

MacKillop’s WA Services Division has three programs; Port Hedland Foster Care and Community Services, Metro Perth General Foster Care and Specialised Foster Care.

Position purpose

The Counsellor Indigenous Healing Service position reports to the Manager Pilbara Services.

The Counsellor will be responsible for ensuring the provision of professional child and family counselling service in consultation with the Pilbara Services Manager and the Principal Practitioner.

The Indigenous Healing Service provides healing, support, counselling and a therapeutic response to children and young people and their families affected by child sexual abuse and/or family and domestic violence.

The Service assists children and young people to recover from harmful impacts of child sexual abuse and/or family and domestic violence and assists families and communities to support children and young people in the healing process.

Primary objectives

The Counsellor Indigenous Healing Service aims to achieve the following outcomes:

* The harmful impacts of child sexual abuse and/or violence are reduced.
* Children, young people and families/caregivers are better protected from future child sexual abuse and violence.
* The likelihood of children and young people sexually abusing and/or being violent to other children is reduced.

Key result areas and responsibilities

The Counsellor Indigenous Healing Service is responsible for:

* Providing counselling to children and their carers.
* Maintaining and managing a case load in line with program targets.
* Maintaining professional documentation and administrative systems according to agency requirements.
* Remaining abreast of professional trends and literature relevant to counselling in the area of child sexual abuse and domestic violence.
* Maintaining a commitment to receive supervision and a willingness to undertake examination of own service delivery with the allocated Supervisor.
* Assisting with the promotion and delivery of education programs.
* Assisting with developing educational/therapeutic groups for parent/carers and children.
* Assisting with the development and maintenance of quality processes.
* Liaising regularly with Supervisor and Manager on strategies for the continual improvement of services.
* Assisting with the marketing of all aspects of the agency operations, in the local community and to other agencies.
* Ensuring that a customer service perspective is reflected in all aspects of the Counsellor’s work.
* Contributing to the customer service focus of the agency.
* Reporting to the Manager Pilbara Services and participates in regular meetings with Principal Practitioner to reflect on program priorities.
* Participating and assisting with organisation-wide service provision and development of training, quality assurance mechanisms and improvement frameworks for trauma informed service delivery.
* Developing and maintaining effective relationships with key internal and external stakeholders, particularly other mental health providers, to improve health and well-being outcomes including education performance, for clients in the program.
* Other duties as required.

Key selection criteria

The incumbent will have:

* A knowledge and understanding of Aboriginal culture and values and an awareness of the current issues faced by Aboriginal children, young people and their families
* A degree in Social Work, Psychology, Counselling or related discipline.
* Counselling experience in working with children and families in a therapeutic setting.
* Group work experience with children and/or adults.
* A track record of working collaboratively and the demonstrated capacity to negotiate and liaise with internal and external stakeholders including, Department for Communities, other agencies and the community.
* Experience in working in teams.
* Conflict resolution skills.
* Proven written, oral and interpersonal communication skills.
* Skills in engaging clients from aboriginal cultural backgrounds.
* Basic computer skills (e.g. Outlook email, Microsoft Word and Excel).
* Theoretical knowledge of current child and family counselling and group work literature/models.
* Knowledge of current theory, practice and issues related to child sexual abuse and domestic violence.
* Employs an ethical and professional approach to practice.
* Ability to articulate and reflect upon personal and professional values/practice.
* Evidence of personal values consistent with the values of MacKillop Family Services including a willingness to embrace the Sanctuary Model and Principles.

Other information

The incumbent is required to:

* Sign and actively abide by MacKillop’s Code of Conduct.
* Observe and actively support MacKillop’s OH&S policy and strategy.
* Attend mandatory and other training as required.
* Actively participate in MacKillop’s Bid Management process as required.
* Participate in and promote continuous quality improvement processes.
* Promote an environment that is culturally safe and strengths focussed.
* Abide by principles and commitments of the Sanctuary Framework.

The incumbent must possess a:

* Valid and current Western Australian Driver’s Licence.
* Valid and current Working with Children Card.
* Satisfactory criminal history check conducted by MacKillop Family Services.

Approval

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| Approver’s full name: | Jennifer Hannan | Date: | March 2019 |
| Approver’s position title: | State Director, WA | | |
| Incumbent’s full name: |  | | |
| Incumbent’s signature: |  | **Date:** |  |

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MacKillop Family Services acknowledges Aboriginal and Torres Strait Islander people as Australia’s First Peoples and as the Traditional Owners and Custodians of the land on which we live, work and play. We pay our deep respects to Elders past and present and acknowledge all Aboriginal children, young people, families and staff who are a part of MacKillop Family Services.*