

## Position description

Title:	Counsellor
FTE:	30.4 hours per week
Location:	Blackburn
Salary package:	An attractive salary package plus packaging benefits will be negotiated
Employee agreed:	
Manager, Counselling and Support Services agreed:	

## Organisational environment

### ABOUT ROAD TRAUMA SUPPORT SERVICES VICTORIA (RTSSV)

RTSSV is an incorporated, non-profit organisation, which seeks to provide an effective, accessible and viable system of help to people affected directly or indirectly by road trauma in Victoria. RTSSV contributes to the community by the provision of two key services:

1. Counselling and support services for anyone affected by road trauma
2. Education about the effects of road trauma.

Additional information about RTSSV and our role in the community can be obtained by visiting our website at [www.rtssv.org.au](http://www.rtssv.org.au)

### JOB PURPOSE

- Counsellors at RTSSV are responsible for, providing information, emotional support, short and long term counselling and referral to people connected or involved with, injured by, or witness to any transport related incident.
- The role also contributes to the safety and wellbeing of Victorian road users through educating the general public, key stakeholders and raising awareness about the impact of road trauma on individuals, families and communities.

Reports to:	Manager of Counselling and Support Services
Directly supports:	Regional clients Manager of Counselling and Support Services, RTSSV Counsellors, Regional
Internal contacts:	Education Team. Clients and their community
External contacts:	Accident prevention and road trauma partners (the Transport Accident Commission, Victorian Police, Department of Justice and community safety, Magistrates Court of Victoria, Department of Health and Human Services and VicRoads) Other relevant organisations

## Dimension and delegation

Number of direct/indirect reports: 0

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Budget responsibility: 0

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### OUR VALUES

All employees are required to commit to and respect the values of Road Trauma Support Services Victoria and, uphold confidentiality, are trustworthy and adhere to RTSSV's Code of Ethics and Conduct.

Caring	We are committed to serving our clients with empathy and compassion
Integrity	We display integrity, respect and dignity in all our dealings with clients, stakeholders and members of our workforce
Quality	Our focus is on the people we serve, and we strive for excellence in service delivery, evaluation and continuous improvement
Accountability	We are accountable for our actions in working to deliver our services and our mission

## Key responsibilities and tasks

### COUNSELLING AND CLIENT SUPPORT

- Contribute to managing referrals via intake and triage
- Provide a psychosocial assessment, psychological first aid when appropriate and deliver client centred trauma and grief counselling to clients who have been affected by transport related trauma.
- Provide face to face and telephone counselling.
- Provide information about grief and trauma to individuals, families and other organisations.
- Maintain up-to-date, accurate case notes/records that contribute to data collection and accountability in relation to RTSSV's client contact.
- Provide secondary consultation and liaison and develop linkages with external organisations.
- Maintain up to date knowledge and awareness of developments in the fields of grief and trauma.
- Work consistently in a manner that fosters the organisation's goals and values.
- Participate in regular supervision with the Manager of Counselling and Support Services and participate in group supervision sessions on a tri-monthly basis.
- Involvement in relevant network meetings to promote RTSSV, foster key relationships with external organisations and enhance worker well being

### REPORTING

- Provide relevant data and statistics to Manager as required.

### STAKEHOLDER LIAISON

- Represent RTSSV at events and attend meetings as required
- Foster existing networks with relevant organisations.

### QUALIFICATIONS

- Tertiary qualifications in social work or related disciplines, and/or post grad qualifications in counselling.

## POSITION REQUIREMENTS

- Resilience to work with, understand and support people who have been exposed to trauma and/or are experiencing grief.
- Proficient in the use of Micro Soft Office programs, the internet and access databases.
- Current driver's license.
- Experience in the Not for Profit field would be highly regarded.
- Experience of working in the fields of trauma and grief are essential.

## KEY SELECTION CRITERIA (MUST BE SUBMITTED WITH YOUR APPLICATION)

- Experience in providing trauma and grief counselling.
- Demonstrated experience conducting psychosocial assessments.
- A sound therapeutic framework to guide and inform interventions.
- Demonstrated knowledge of the full range of issues experienced by the client group.
- A commitment to offering responsive support to clients, to be respectful and empathetic as well as being able to set clear approaches and limits.
- Excellent written and verbal communication skills.

## PROBATIONARY PERIOD

- A probationary period of three months applies to this position.

## PROFESSIONAL DEVELOPMENT

To be negotiated in conjunction with the requirements of the role and counselling team.

## ADHERENCE TO POLICIES AND PROCEDURES

It is an expectation that all employees familiarise themselves with and abide by all organisational policies and procedures.

## OCCUPATIONAL HEALTH AND SAFETY

All employees of RTSSV are required to take reasonable care of their own health and safety and the health and safety of others who may be affected by acts or omissions at the workplace. All employees must co-operate with management and OH&S policies and procedures.