

# TRAUMA AND GRIEF COUNSELLOR POSITION DESCRIPTION

Title:	Counsellor
FTE:	22.8 hours per week (days can be negotiated)
Location:	Melbourne Metro - Flexible working arrangements are available and can be negotiated and is dependent upon the needs of the business and in accordance with the Remote Work policy.
Salary package:	Social and Community Home Care and Disability Award Level 4, Pay point 4. A salary package plus packaging benefits is available.

## ORGANISATIONAL ENVIRONMENT

### About us

Amber Community (formerly Road Trauma Support Services Victoria) is a not-for-profit organisation contributing to the safety and wellbeing of road and transportation users. We provide counselling and support to people affected by transport-related trauma and address the attitudes and behaviours of road users through education.

In working to deliver our purpose, we provide free, professional face-to-face, telephone and online counselling services across Victoria to people who have been affected directly or indirectly by a transport incident. Our clients include bereaved families, friends, colleagues, injured people, carers, drivers and passengers. We also support people who were first on the scene, witnesses, citizens who offered assistance, and emergency service workers.

Through the active engagement of people who have lived experience, we can offer several support options, including peer support activity groups. Further, to minimise the incidence of crashes, injuries, fatalities, associated trauma and grief, we deliver a range of education programs that seek to address the behaviours and attitudes of drivers. For additional information about Amber Community, please go to our website at [www.ambercommunity.org.au](http://www.ambercommunity.org.au)

### Job purpose

The counsellors at Amber Community are responsible for supporting people impacted by transport-related incidents. This includes intake, providing information, emotional support, counselling, group facilitation and referrals.

The role requires the ability to consistently work with people who have experienced trauma and grief. Amber Community is committed to ensuring that the wellbeing of its staff remains a priority through regular supervision, professional development and day-to-day support.

Due to the potentially distressing nature of referrals, we are looking for someone who can monitor themselves, practice self-care and seek support to ensure their own wellbeing and quality service delivery. 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:	Amber Community clients
Internal contacts:	Manager of Counselling and Support Services, Counsellors, Education Services, CEO Clients and their community
External contacts:	Amber Community partners (Transport Accident Commission, Victorian Police, Department of Justice and Community Safety, Magistrates' Court of Victoria, Department of Health and Human Services and VicRoads) and other relevant organisations

## Our values

All employees are required to commit to and respect the values of Amber Community, practice confidentiality, work ethically and adhere to Amber Community'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

### Position requirements

- Work as part of a team to help manage referrals via intake processes
- To be able to work collaboratively as well as autonomously
- Provide psychosocial assessments, psychological first aid when appropriate and deliver client-centred trauma and grief counselling to clients affected by transport-related trauma
- Provide face-to-face, online and telephone counselling
- Provide information about grief and trauma to individuals, families, community groups and other organisations
- Maintain up-to-date, accurate case notes/records
- Writing reports and responding to legal requests as required
- Provide secondary consultation, liaise and network with external organisations
- Participate in the facilitation and development of group interventions
- Keep up to date in the fields of grief and trauma
- Work consistently in a manner that fosters the organisation's goals and values
- Participate in regular supervision as requested and/or required
- Promote Amber Community and foster key relationships with external organisations when required
- Involvement in the planning and implementation of annual events such as the Time for Remembering ceremony

- Resilience in working with people across all age groups who have been exposed to trauma and/or are experiencing grief
- Undertake other duties as required and in line with service delivery
- Proficient in the use of Microsoft Office programs, the internet and databases
- The ability to learn new technological information
- A current driver's license is an advantage
- Experience in working in the fields of trauma and grief is essential
- Attendance at Amber Community workshops and events as required
- Working With Children (WWC)

## Reporting

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- As required, provide relevant data and statistics to the Manager of Counselling and Support Services.

## Stakeholder liaison

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- Represent Amber Community at events and attend meetings as required
- Foster existing networks with relevant organisations

## Qualifications and experience

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- Tertiary qualifications in psychology, counselling, social work or related disciplines and/or post-graduate qualifications in counselling
- At least three years counselling experience
- Training and experience working with young people/children/teenagers desirable
- Membership of an appropriate professional body or willing to be a member e.g. ACA, PACFA, AASW etc.

## Key selection criteria (Your responses must be submitted as a separate document with your application)

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- Experience in providing trauma and grief counselling
- Demonstrated experience conducting psychosocial assessments
- A sound therapeutic framework to guide and inform counselling interventions
- Demonstrated knowledge of the full range of issues experienced by the client group
- A commitment to offering responsive support to clients, being respectful and empathetic, as well as being able to set clear professional boundaries and limits
- Excellent written and verbal communication skills
- Evidence of your ability to work collaboratively in a team as well as autonomously
- A desire to continue learning to ensure that you are providing best practices to suit the needs of our clients
- Experience in the not-for-profit field would be highly regarded

## **Probationary period**

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This position is subject to a six-month probationary period, which will commence on the day the employee starts work.

## **Professional development**

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

## **Adherence to Policies and Procedures**

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

## **Workplace health and safety**

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All employees of Amber Community are required to take reasonable care of their health and safety and the health and safety of others who may be affected by acts or omissions at the workplace. All employees must cooperate with management and WHS policies and procedures.