

POSITION DESCRIPTION

Position title:	Trauma and Grief Counsellor
Reports to:	Manager of Counselling and Support Services
Location:	Metro Melbourne and Regional Victoria
Employment type:	Casual
Industrial instrument:	Social, Community, Home Care and Disability Services Industry Award 2010 [MA000100]
Award stream:	Social and Community Services
Classification:	Level 3 or 4

Position objective

The role provides professional telephone and online counselling and support to individuals affected by transport-related incidents, addressing their emotional needs and facilitating recovery through counselling, referrals, and education. This includes intake, providing information, emotional support, short- and long-term counselling, and referrals. It also promotes the safety and wellbeing of Victorian road users by raising awareness of the impact of road trauma on individuals and communities. Maintaining personal resilience and wellbeing through effective self-care and clinical supervision is key to success in this role.

Position context

This position is part of an initiative to reduce counselling service wait times by expanding our capacity to support individuals affected by road trauma. In addition to providing timely professional counselling, this role also contributes to securing ongoing funding to sustain and grow our internal resources.

The role requires degrees of autonomy, professional judgment, and the ability to manage a diverse client base and caseload. The position is supported through access to structured supervision, debriefings, and self-care initiatives to maintain service quality. The role also requires the ability to independently assess client needs, prioritise tasks, and make informed decisions regarding therapeutic interventions with minimal oversight.

Key responsibilities and tasks

Counselling, client and community support

- Manage complex and high-risk client cases, providing tailored support to address acute trauma, grief, and diverse needs.
- Conduct psychosocial assessments and provide trauma-informed, client-centred counselling, including psychological first aid where appropriate, to individuals affected by transport-related trauma.
- Use evidence-based therapeutic frameworks to guide and inform trauma and grief counselling interventions.

- Deliver counselling services through online and telephone modalities, ensuring accessibility and high-quality client experience.
- Participate in the facilitation of group counselling programs if/when required.
- Accurately follow processes to ensure quality service delivery and data collection.
- Deliver inclusive, respectful, and sensitive services to individuals from diverse cultural and linguistic backgrounds, including but not limited to Aboriginal and Torres Strait Islander communities.
- Offer and provide resources and education on grief and trauma to individuals, families, and partner organisations.
- Provide secondary consultation to professionals and collaborate with external organisations to enhance service delivery.
- Engage in ongoing professional development to remain current with best practices in grief and trauma counselling.
- Where possible, participate in regular internal and external supervision to maintain professional effectiveness and wellbeing.
- Engage in appropriate self-care activities to support own wellbeing.

Reporting and administration

- Maintain accurate and timely case notes and records in line with organisational policies and legal requirements.
- Ensure client data is managed securely and in compliance with privacy legislation and organisational standards.

Workplace health and safety

- Comply with Workplace Health and Safety (WHS) policies and standards, ensuring personal safety and the safety of others in the workplace.
- Actively maintain a safe and supportive work environment by identifying and mitigating risks.
- Participate in regular health and safety training to maintain up-to-date knowledge of workplace safety practices.

General duties

- Foster a culture that supports the organisation's mission, goals, and values through consistent and aligned practices.
- Be familiar with and adhere to organisational policies, procedures, and ethical guidelines.
- Provide secondary consultation with external professionals, expertise in trauma-informed care, and best practices where required.

Qualifications, skills & experience

Essential requirements

- Current approved Working with Children's Card, or eligibility.
- A satisfactory National Police Record Check.

Qualifications

- A relevant tertiary qualification in a relevant discipline such as social work, counselling, psychology, or a related field.
- Eligibility for membership with a professional body such as PACFA, ACA, ASSW.

Desirable

- Postgraduate qualifications in counselling and/or trauma-related studies are highly regarded but not mandatory.
- Certification in trauma-informed care, grief counselling, or related specialisations.
- First Aid Certificate and/or Mental Health First Aid.
- A current driver's license is an advantage.

Skills & experience

- Demonstrated resilience in supporting individuals exposed to trauma and/or experiencing grief, with a strong understanding of their needs.
- Extensive experience in trauma and grief counselling, supported by a well-established therapeutic framework to guide interventions.
- Proven ability to conduct psychosocial assessments effectively and accurately.
- In-depth knowledge of the challenges and issues commonly faced by the client group.
- A commitment to providing respectful, empathetic, compassionate, and responsive client support while maintaining clear professional boundaries.
- Exceptional verbal and written communication skills, including case note documentation and effective client, team, and stakeholder interaction.
- Demonstrated ability to work independently and collaboratively in a team
- Capacity to manage challenging situations and make sound informed decisions within the scope of the role.
- Ability to manage the emotional demands of supporting clients with complex needs and/or behaviours.
- Strong proficiency in using Microsoft Office, internet tools, and database systems, with the ability to learn and adapt to new technologies.
- Enthusiasm for continuous learning and professional development to deliver best-practice services.

Desirable

- Experience in the not-for-profit field would be highly regarded.
- Experience working with children and/or young people.

Acknowledgement

I have read and understand the contents of this position description and accept the following:

- Other duties may be required consistent with my classification from time to time.
- This position description is not to be considered as a complete list of responsibilities.
- My role is dynamic, and I am expected to continuously develop my skills and adapt to changes in the workplace.
- This position description is an evolving document, and I will actively engage in its development.

Full name:

Signature:
