

POSITION DESCRIPTION

About us

Northern Rivers Community Gateway (the Community Gateway) is a non-profit registered charity formed in 1976. We provide welfare and capacity building programs for disadvantaged community members. Our services extend the Far North Coast, Mid North Coast, New England and across NSW. We operate with a Board of Governance responsible for setting strategic directions and a Chief Executive Officer (CEO) with responsibility for management of the organisation.

Our vision	Many tracks, one road, sustaining community				
Strategic priorities	Strategic investment		Innovation		Social impact
Our values	Vision	Respect	Commitment	Integrity	Innovative
Our practice framework	<p>Our <i>Purpose and Practice Framework</i> demonstrates our commitment to the clients and communities we serve. It ensures our practice is evidence-based and responsive to the needs of our communities, enabling a positive and social impact.</p> <p>Elements include:</p> <ul style="list-style-type: none"> • Creating social impact • Designing our services • Enhancing access • Responding to need • Delivering quality services • Measuring outcomes • Supporting our work. 				

Our programs

The Community Gateway delivers a range of programs funded recurrently through State and Commonwealth Government, fee for service and philanthropic grants.

Financial Inclusion	We deliver Financial Inclusion programs in outreach locations across the Far North Coast, such as NILS - No Interest Loans, StepUp Loans, Budget Counselling, Financial Counselling and Tax Help. The state-wide NSW Financial Inclusion program promotes and supports financial inclusion services and facilitates the NSW Financial Inclusion Network.
Homelessness Programs	Our Helping Hands Program delivers case management services for Aboriginal people who are homeless or at risk of homelessness in partnership with the Far North Coast Aboriginal Alliance and the Far North Coast Homelessness Alliance.
Trauma Counselling	Our Child and Adolescent Trauma Counselling program provides services for children and adolescents who have or are experiencing the impacts of trauma. Reaching Out Sexual Assault Service program provides counselling services for adult survivors of sexual assault.
Community hub	Our Community Hub and outreach services across the Far North Coast provide direct welfare assistance. This includes intake and assessment, information and referral, showers for the homeless, washing machine and dryer, community pantry and street swags.



Northern Rivers Community Gateway

Emergency relief

Our First Step program is a lead agency for emergency relief across the Far North Coast, providing energy, food, fuel and pharmaceutical assistance. This program is delivered through the community hub, outreach locations in Casino and Kyogle and community partners in Byron and Tweed Shires.

Volunteering

The Volunteer Resource Centre provides recruitment and placement of volunteers and supports volunteering organisations through training and development to support best practice volunteer management. As part of The Community Gateway's volunteer resource centre the Community Visitors scheme links volunteers with residents aged care facilities aimed at enriching the lives of the aged.

Rainbow Region Kids

Rainbow Region Kids provides accredited before and after school care and vacation care. Developed with the 'my time our place' framework it provides government subsidised child care programs for school aged children.

Gambling Help

Waruwi Gambling Help promotes responsible gambling within the Aboriginal community. We are responsible for the delivery of the program to Aboriginal communities in the Far North Coast, Mid North Coast and New England areas.

Connecting Families

The Connecting Families program provides ongoing intensive case management, coordination, service support, counselling and other provisions around the family to help establish a secure and stable platform from which to develop key relational and family functioning skills.

The program adopts the Parents under Pressure curriculum, exploring key life areas relating to attachment and emotional management such as health and well-being, building support networks, parental identity, engaging children in play, mindful parenting, relational skills and managing addictions.

Cart Café

A social enterprise that facilitates the social and economic improvement for disadvantaged and vulnerable members of our community, our coffee carts provide skill development and employment pathways for marginalised people.

Flourishing Families

Our Flourishing Families program aims to support families to improve the wellbeing of vulnerable children through case management, coordination and integration, service support, therapy, counselling and group programs.

Books & Butterflies Supported Playgroup

Books & Butterflies is a free weekly playgroup that offers a supportive and inclusive learning environment for children aged 3-5 years of age, who may not otherwise have access to community playgroups or other services. Our activities and program content are facilitated by professionally qualified child therapists, providing great opportunities for learning and socialisation that are needed for young children to successfully transition into preschool and kindergarten.

Position details

Position title	Trauma Counsellor
Branch	Community Support Programs
Reports to	Manager - Community Support Programs
Award	SCHCADS Level 5
Benefits	Salary packaging Bonus leave for all ongoing full-time and part-time staff during the Christmas shut down
Hours	Part time
Probationary period	N/A

Position summary

The Trauma Counsellor supports the counselling team to provide a free counselling service for children, adolescents and adults who have experienced childhood trauma including sexual assault. In addition to individual counselling, the counsellor also facilitates group work children and young people. With extensive expertise in trauma counselling for adult survivors of sexual assault, the role will also facilitate education seminars, workshops, and other support for the professional community.

Key accountabilities

Purpose and values

- Actively support the Community Gateway's vision, strategic priorities and values
- Always behave in a way that contributes to a workplace free of discrimination, harassment and bullying
- Operate in line with the Community Gateway's policies and procedures
- Promote and work within the Community Gateway's *Purpose and Practice Framework*
- Operate within legal and regulatory framework.

Program

- Facilitate a range of evidence based counselling and psychotherapy modalities for an individual, family, and group setting
- Conduct client assessments and review to evidence client outcomes throughout the counselling process
- Promote quality outcomes for clients and work towards building resiliency skills that allow client independence from service
- Apply theoretical knowledge of trauma and/or crisis interventions within the counselling process, demonstrating an ability to assess for and manage trauma appropriately
- Ensure interventions have clear linkages to the initial assessment of identified need and align with client counselling case assessment/or plan
- Prepare and facilitate content as required for groupwork that addresses identified need
- Prepare, response to subpoenas and preparation of court reports, in support of client wellbeing for CEO approval

- Meet statutory obligations as mandatory reporters and escalate identified issues and clinical risks through the appropriate formal escalation channels
- At times provide a support role to other professionals within the organisation and the community
- In conjunction with other counselling staff monitor caseload, maintain client waitlist, and triage clients appropriately through weekly intake meetings
- Ensure all data recording processes are completed and comply with organisational policies and procedures, and Australian Privacy Standards
- Accurately complete and maintain all comprehensive records, reports, case notes and outcomes in accordance with The Community Gateway procedures
- Provide monthly reports using qualitative and quantitative data
- Perform other duties as directed by management

Professional

- Actively undertake work planning and participate in regular supervision sessions
- Engage in regular clinical supervision that is focused on case review and enhancement of practice
- Participate in a regular peer review processes that enable reflection on best practice
- Meet agreed work plan and/or program targets
- Actively participate in all team and branch meetings, whole of organisation meetings and individual supervision of work plans
- Pursue new skills and knowledge for personal and organisational development
- Contribute to the development of the Community Gateway, through participation in organisation-wide planning and review process, performance planning reviews and other activities as required
- Positively and constructively represent our organisation to external contacts at all opportunities
- Communicate appropriately in a range of contexts.

Key selection criteria

Qualification, knowledge, skills and experience required to perform the role

1. Relevant tertiary qualifications in a related field with a minimum of 3 years relevant working experience
2. Demonstrated knowledge and experience in counselling and conducting therapeutic and support groups
3. Demonstrated sound knowledge and understanding of trauma and its affects
4. Sound understanding and experience in culturally sensitive practice
5. Sound knowledge of child protection
6. Knowledge of the effective therapies in supporting victims of sexual assault
7. Ability to undertake community development and deliver community education
8. Good knowledge in the use of Microsoft and database programs.

Additional requirements of the role

Work health and safety

All employees are required to carry out their duties in a manner that does not adversely affect their own health and safety and/or that of others by reporting all incidents and injuries as well as co-operating with any measures introduced in the workplace to improve health and safety.

Pre-existing injury

Before any person can be appointed to this position it will be required they disclose any pre-existing injuries or disease that might be affected by employment in this position.

Equal opportunity

The Community Gateway is an equal opportunity employer. All staff have a responsibility to be familiar with our equal employment opportunity policy.

Conditions of employment

- Certified copy of all qualifications listed in the resume
- Current police check undertaken by the Community Gateway
- Current Working with Children Check
- Certified copy of the applicant's current driver's licence