

Victims Support Services

Counsellor – Statement of Duties

Objective

The Victims Support Services was established to meet the needs of Victims of Crime within our community.

The position provides information, support, assistance and counselling services for adult and child victims of crime. The Counsellor is responsible for providing high quality counselling services within the framework of model of practice endorsed by the Victims of Crime service.

Duties

- Assist victims of crime by:
 - providing face to face and telephone counselling and support services;
 - provision of assessment and case planning services;
 - providing information about court systems;
 - liaising with other service providers to coordinate client support services.
- Contribute to the development of service priorities, standards and guidelines for the work undertaken by Victims of Crime service.
- Undertake administrative tasks within the area of responsibility including setting priorities, case and file reviews.
- Provide quality counselling to victims of crime within an identified practice framework.
- Develop service linkages that improve the quality of service delivered to victims of crime.

Level of responsibility

- The occupant is responsible for the day-to-day decision making and direct service provision to their clients and providing advice and recommendations to the Team Leader on complex matters.
- Conduct your work in a safe manner such that it does not put yourself or others at risk.
- Comply with any reasonable instruction contained in WHS policies, procedures and instructions and report hazards, near misses and incidents to your supervisors.

- You are responsible for upholding the values of Integrity, Respect, Accountability and actively contributing to make our workplaces Inclusive and Collaborative.

Direction and supervision received

- General supervision provided by the Team Leader, Victims of Crime Service.

Selection criteria

1. Demonstrated competence in professional clinical practice including ability to provide assessment, case work and counselling for clients experiencing trauma, grief, in crisis and/or suicidal.
2. Demonstrated ability to make sound decisions in accordance with the requirements of legislation, policy, practice and ethics.
3. Demonstrated ability to work effectively in a team environment including the ability to provide a timely, quality, client focused service.
4. Highly developed self-management skills, including the ability to work in an ethical and professional manner, to set priorities and work without close supervision in an environment subject to pressure and change.
5. High level communication, negotiation and conflict resolution skills, including the ability to communicate sensitively and effectively with victims of crime, as well as the ability to liaise with government and non-government staff in relation to planning and service delivery issues.
6. Demonstrated knowledge and understanding of Criminal Justice issues or the ability to obtain that knowledge and understanding within a reasonable time-frame.
7. Computer skills appropriate to the independent performance of tasks required of the position.

Essential requirements

- A degree of at least three years duration relevant to the professional duties to be undertaken is required, as provided by a recognised university.
- Current motor vehicle licence.

Desirable requirements

- Nil

Pre-employment Checks

The Head of State Service has determined that the person nominated for this vacancy is to satisfy a pre-employment check before taking up the appointment, promotion or transfer.

The following checks are to be conducted:

- I. Pre-employment checks
 - Arson and fire setting
 - Violent crimes and crimes against the person
 - Sex-related offences
 - Drug and alcohol related offences
 - Crimes involving dishonesty
 - Crimes involving deception
 - Making false declarations
 - Malicious damage and destruction to property
 - Serious traffic offences
 - Crimes against public order or relating to the Administration of Law and Justice
 - Crimes against Executive or the Legislative Power
 - Crimes involving Conspiracy
2. Disciplinary action in previous employment.
3. Identification check.

Position Summary

Title	Counsellor
Number	Generic
Award	Tasmanian State Service Award-Professional Stream
Classification	Band 1-2
Division	Regulation and Service Delivery
Full Time Equivalent	1.0
Output Group	Victims Support Services
Branch	Victims of Crime Service
Supervisor	Team Leader, Victims of Crime Service
Direct Reports	Nil
Location	South, North or North West
Position category and funding	A029