

Position Description

TITLE OF POSITION:	Men's Family Violence Counsellor (MFVC)
POSITION TYPE:	Full-Time/Part-Time
TEAM:	Services
REPORTS TO:	Services Team Leader
LOCATION:	Multiple sites nationally
DATE ESTABLISHED:	Nov 2021

ABOUT NO TO VIOLENCE

No to Violence works to bring about the changes our community needs to eliminate men's use of family violence. For over 25 years, we have been working directly with men who use family violence to support them to change. Our expertise in their behaviour, attitudes and choices has enabled us to develop standards, programs and training, lead policy development, and fulfil our role as the largest peak body for organisations and individuals working with men to end family violence in Australia. We provide telephone and online counselling, information and referrals every day for men across Australia. As a pro-feminist organisation, at the centre of our work is the safety of women and children, as by ending men's violence families can have happier, safer and more fulfilled lives.

PURPOSE OF THE POSITION

The Men's Family Violence Counsellor (MFVC) is responsible for engaging with clients (primarily men who use family violence), providing professional telephone (in-bound and out-bound) and on-line counselling advisory and support services. The telehealth counsellors provide professional information support and referral service with a focus on referral to local and longer-term support options and ensuring clear and concise adherence to risk assessment and family safety.

Our clients are men who are using family violence, family members and friends and frontline practitioners who work in the Domestic and Family Violence sector seeking secondary consultation and support.

The MFV Counsellor role operates on a rotating roster, and an on call after hours service, spanning 7 days per week, including weekends and public holidays, except where otherwise specified in the Employment Agreement.

KEY RESULT AREAS

KEY AREA:	KEY ROLES AND RESPONSIBILITIES
<i>Counselling Practice</i>	<ul style="list-style-type: none">▪ Provide professional family violence counselling and advisory support services to both inbound and outbound callers in accordance with NTV principles and practices which represent behaviours which are: respectful, non-collusive, victim/survivor-centred, timely and culturally relevant.▪ Provide referral information to enable clients and others to access other local, community-based support services where required.▪ Provide secondary consultation services to frontline workers seeking secondary consultation and support.▪ Provide support to clients using NTV's Remote Working Toolkit, both a single and multi-session approaches to counselling and using warm and cold referral processes.

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KEY RESULT AREAS	
KEY AREA:	KEY ROLES AND RESPONSIBILITIES
Risk Management	<ul style="list-style-type: none"> Use professional risk assessment and best practice when engaging with callers, operating in accordance with NTVs risk management protocols, procedures and clinical governance framework. Engage appropriate risk management follow-up as required. Consult with a Services Team Leader in relation to the management of more complex and/or high-risk. Demonstrated competency and experience in risk escalation within the organisation.
Policies, procedures and systems	<ul style="list-style-type: none"> Ensure all cases are managed professionally, are accurate and the records up-to-date and entered into the relevant CRM data base. Ensure all work is undertaken in compliance with NTV policies, procedures, frameworks and processes, applicable legislation and governance requirements. Keep up to date with family violence/sector reforms
Team and Professional Development	<ul style="list-style-type: none"> Participate in team meetings, individual and group supervision/feedback sessions (including those relating to "on-call"), and clinical supervision sessions. Play an active role in individual and group professional development activities to support on-going knowledge/skill enhancement and practice development. Provide feedback and insights regarding systemic issues, continuous improvement opportunities and work processes/practices.
KEY SELECTION CRITERIA	
<p>ESSENTIAL:</p> <ul style="list-style-type: none"> Tertiary qualification in Social Work, Counselling, Psychology or related field, or a diploma in similar with extensive experience in the family violence sector or closely related field. Specialist knowledge and skills, including intake and risk assessment. Prior experience providing family violence services is highly desirable- A demonstrated understanding of the social and gendered context of family violence and the impact of violence on women and children Understanding of legislation, risk management and reforms pertaining to the family violence sector. Experience in the delivery of counselling or case management services either face to face or over the telephone Experience in assessing and responding to clinical risk Demonstrated personal commitment to the practice and principles of non-violence, justice, social inclusion and gender equity issues Ability to work independently and part of a wider team Proficiency in the use of the Microsoft Office suite and CRM systems to capture client information Commit to working inclusively with Aboriginal and Torres Strait Islander people, people from culturally and linguistically diverse communities, LGBTI people and people with disabilities <p>OTHER REQUIREMENTS</p> <ul style="list-style-type: none"> Legal entitlement to work in Australia Employment with NTV is conditional upon receipt of satisfactory references and a Police records check. Some roles require a Victorian Working with Children Check. 	

Signature of Job Holder _____ Date signed _____