



## Position description

### Trauma Counsellor

#### About Community Gateway

Since 1976, Community Gateway has been supporting disadvantaged and vulnerable people, providing welfare and capacity building programs in Lismore, throughout Northern NSW and across the state. We are person-centred, values-driven, are committed to social justice and to the financial and social inclusion of every human being.

Community Gateway is a registered charity, is QIP accredited, assessed against the *Quality Improvement Council Health and Community Services Standards 7th Edition*, and is a child-safe organisation.

As an equal employment opportunity employer, we are committed to achieving a diverse workforce and strongly encourage applications from Aboriginal and Torres Strait Islander people.

#### Our practice framework

Our purpose and practice framework demonstrates our commitment to our clients and the communities we serve. The framework ensures that our practice is evidence-based and is responsive to the needs of our communities, enabling positive social impact.

- Our vision is “*many tracks, one road, sustaining community.*”
- Our strategic priorities include *strategic investment, innovation* and *social impact*.
- Our values are *vision, respect, commitment, integrity* and *innovation*.

#### Our services

We deliver a broad range of services funded through state and commonwealth government, fee for service and philanthropic donations. Our services include:

- Financial capability including no interest loans and budget counselling.
- State-wide financial inclusion coordination, including facilitation of the NSW Financial Inclusion Network.
- Aboriginal homelessness case management.
- Child and adolescent trauma counselling.
- Adult trauma counselling.
- Adult counselling for survivors of sexual assault.
- Parents Under Pressure program, enabling the growth of healthy relationships between parent and child.
- Family case management, supporting parents and children to create change that support life skills, attachment, and behavioural growth.
- Lismore community hub and outreach provide intake, assessment, assisted referral and a range of services to build community capacity.
- Emergency relief, supporting people in crisis.
- Volunteer management.
- Seniors’ support, linking volunteers with older people experiencing social isolation.
- Accredited before school care, after school care and vacation care for school-aged children across Northern NSW.
- Supported playgroup.

**More details about our organisation and services can be found on our website**

[nrcg.org.au](http://nrcg.org.au).



## Position overview

### Details

**Position title**

Trauma Counsellor

**Branch**

Community Services

**Reports to**

Manager Community Services

**Award**

SCHCADS

**Level**

5

**Term**

Fixed Term – 12 Months

**Benefits**

- Salary packaging
- Paid bonus leave during summer closure
- Above-award parental leave
- Free EAP counselling
- Professional training and development
- Workplace flexibility

**Probationary period**

6 months

**Location**

Your position is primarily based at Lismore but you may be required to travel across the NSW Far North Coast region and to work at other sites during the course of your employment.

### Summary

The Trauma Counsellor works as part of 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.

## Selection criteria

### Essential

1. Relevant tertiary qualifications in a related field together with relevant work experience
2. Sound knowledge and experience counselling and conducting therapeutic support groups.
3. Sound skills in assessing for and managing trauma appropriately.
4. Sound understanding and experience in culturally sensitive practice.
5. Sound knowledge of child protection and effective therapies in supporting victims of sexual assault.
6. Demonstrated experience and skills in working as a specialist employee and exercising professional judgement.
7. Good knowledge in the use of Microsoft and database programs.

### Desirable

1. Graduate qualifications in Psychology

### Additional requirements

1. Evidence of full COVID vaccination
2. Working with Children Check

## Position purpose and values

- Actively support Community Gateway's vision, strategic priorities and values.
- Behave in a way that contributes to a workplace that is free of discrimination, harassment and bullying behaviour at all times.
- Operate in line with Community Gateway's policies and procedures.
- Promote and work within Community Gateway's practice framework.
- Operate within legal and regulatory framework.
- Positively promote a performance-based and collaborative culture.



## Key accountabilities

### Position accountabilities

- Participate in intake and assessment process for trauma counselling to monitor caseload, maintain client waitlist, and triage clients appropriately through weekly intake meetings.
- Facilitate a range of evidence-based trauma-based counselling and psychotherapy modalities for an individual, family, and group setting.
- Provide counselling that aligns with the organisation's Code of Ethics and contemporary professional standards which is focused, compassionate and ethical.
- 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.
- 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 peer support and in-service training as requested by management.
- In collaboration with the Manager conduct client file audits of trauma counselling files.
- Ensure all documentation is concise, legible, secure and available to colleagues and management within the organisation
- Ensure all data recording processes are completed and comply with organisational

policies and procedures, and Australian Privacy Standards.

- Participate in relevant meetings, and case-conferences that support the families and children.
- Establish and maintain referral pathways, participating in interdisciplinary networks that align with the core goals of the program
- Provide monthly reports using qualitative and quantitative data
- Perform other duties as directed by management.
- Facilitate the clinical supervision program for community service staff.
- Accurately complete and maintain all comprehensive records, reports, client data, case notes and outcomes in accordance with Community Gateway's procedures.
- Provide monthly project reports incorporating findings, outcomes and project recommendations.
- Perform other duties as directed by management.

### Professional accountabilities

- Ensure work practices are ethical and comply with the codes of the Australian Psychological Society, the Australian Association of Social Workers or the Counsellors and Psychotherapists Association.
- Actively participate in regular organisational supervision sessions.
- Meet agreed work plan and/or funding body targets.
- Actively participate in all team, branch and organisation-wide all staff meetings.
- Contribute to the development of Community Gateway, through participation in organisation-wide planning and review process, performance planning reviews and other activities, as required.
- Pursue new skills and knowledge for personal and organisational development.
- Positively and constructively represent our organisation to external contacts at all opportunities.



**Many tracks, one road, sustaining community.**  
Northern Rivers Community Gateway

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