

Position Description

Position Title:	Senior Counsellor Advocate (Adults and Families) - GVCASA
Reports to:	Manager – Trauma Informed Services
Department:	Trauma Informed Services
Directorate:	Community Care and Mental Health
Cost centre:	M4008
Code & classification:	Social Worker Grade 4 (SC53-SC46), Psychologist Grade 4 (PM1 – PM2)
Employment conditions:	Allied Health Professionals (Victorian Public Health Sector) Single Interest Enterprise Agreement 2021-2026 or Medical Scientists, Pharmacists and Psychologists Victorian Public Sector (Single Interest Employers) Enterprise Agreement 2021 – 2025 and its successors, and GV Health Policies and Procedures (and as varied from time to time)

GV Health is an equal opportunity employer and continually strives to build a diverse, equitable and inclusive workforce that reflects our community. We encourage applications from people of all backgrounds.

Located within the newly launched Shepparton Multidisciplinary Centre (MDC), Trauma Informed Services holds responsibility for the development of systems and services across GV Health that strengthen co-ordination of preventative, early intervention, therapeutic and advocacy responses to victims of all forms of interpersonal violence. Trauma Informed Services provides direct sexual assault services through Goulburn Valley Centre Against Sexual Assault (GVCASA) including crisis care and short to long term therapeutic support and counselling.

POSITION SUMMARY

The Senior Counsellor Advocate (Adults and Families) - GVCASA (Senior Counsellor A&F) reports directly to the Manager Trauma Informed Services. The Senior Counsellor A&F is a Social Worker, Psychologist or equivalent health professional, who will provide innovative advanced therapeutic services and advocacy support for adults who have been impacted by sexual assault, their non-offending family members and significant other people. Therapeutic services include a range of interventions that seek to address the impact of trauma on the client's emotional, psychological, behavioural and social functioning, and support and resource key relationships and systems around the Victim Survivor to support the healing process for adults who have been impacted by sexual assault.

The role is responsible for leading and providing oversight of the performance, supervision and professional development of individual therapeutic counsellors working with adults and their families, working with adults and families to meet client needs, service targets and standards of practice. The Senior Counsellor – A&F will develop and maintain specified liaison processes with other agencies and government departments and be responsible for organisational functions related to the running of GVCASA as delegated by the Manager, Trauma Informed Services.

RESPONSIBILITIES AND DUTIES

The responsibilities and duties are inclusive of but not limited to

- Provide clinical consultation, day to day supervision and support to GVCASA therapeutic counsellors and crisis care workers who are working with adults and families predominantly;
- Provide crisis care, counselling, advocacy and support services to adults and families who have been impacted by sexual assault, their non-offending family members and friends;
- Lead the development, management and delivery of group programs;
- Resource parents, carers and others to provide nurturing and therapeutic care for children and young people who have been impacted by sexual assault and present with complex needs using a trauma informed framework;
- Provide secondary consultation to other service providers on responding to sexual assault;
- Provide community and professional education, government and community sector networking, to enable co-ordinated service provision to Victim Survivors of sexual assault;
- Optional participation in the after-hours on call roster;
- Maintain a client caseload as agreed with the Manager Trauma Informed Services at a minimum of 6 clients per week including provision of therapeutic group programs twice per year
- Ensure high standards of clinical documentation in keeping with state-wide sexual assault services Standards of Practice, legislative requirements and GV Health policy;
- Attend regular supervision (work review and clinical supervision) to develop own clinical practice, ensure quality client outcomes, manage potential impacts of the work on personal well-being, and ensure administrative requirements of the role are managed;
- Advocate for policies and practices that promote sexual safety for all.

Governance:

- Lead the development and review of standard work practices to meet the needs of the service and ensure consistency with state-wide Sexual Assault Support Services Standards of Practice;
- Ensure clinical and professional governance frameworks are operationalised and effective and in line with the leading Standards of Practice;
- Contribute to analysis and interpretation of service data and client feedback on a regular basis, to inform practice and identify trends that may impact upon service delivery;
- Participate in development and implementation of annual operational and quality plans (however titled) to ensure risks are managed and service improvement objectives are met;

In collaboration with the Senior Counsellor – Children and Young People:

- coordinate and lead weekly intake and allocations meetings, which includes the monitoring of clients awaiting service and providing specialist expertise in terms of decision making and risk management;
- provide day to day supervision, coordinate and deliver team meetings and education, and provide specialist clinical consultation to the GVCASA Intake and Assessment team;
- provide day to day supervision, coordinate and deliver team meetings and education, and provide specialist clinical consultation to the GVCASA Afterhours Crisis Advocate team as the Crisis Coordinator.

KEY SELECTION CRITERIA

Formal Qualification(s) and Required Registration(s):

- A tertiary qualification in Social Work or Psychology.
- Current registration with the Australian Health Practitioner Regulation Agency as required. For non-AHPRA registered disciplines, eligibility for membership of relevant professional peak body must be demonstrated and maintained in accordance with GV Health credentialing procedures.

Essential:

- Commitment to the GV Health Values of Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour.
- A minimum of 10 years' experience as a social worker (or equivalent discipline) and a minimum 4 years' experience in provision of counselling and therapeutic services working with people who have experienced trauma.
- Demonstrated capacity to provide therapeutic counselling and support to adults and families using a variety of client focused, trauma informed modalities that support healing from trauma.
- Demonstrated specialist knowledge and understanding of contemporary evidence-based approaches to provision of therapeutic services to adults and families that have experienced trauma, including principles of trauma informed practice, the impact of trauma on cognitive and emotional development; and the ability to relate this understanding to the Sexual Assault Support Services delivery model and philosophy.
- Demonstrated specialist skills and experience in providing individual (adults), family and group based therapeutic programs, including the development and management of group based therapeutic programs
- Demonstrated ability to undertake research and reviews of literature, including translation of literature into practice to support clinical education for staff.
- Current Victorian drivers' licence

Desired:

Psychologists only:

- At this level, a senior clinician is expected to hold an endorsement from the Psychologists Board of Australia; and
- Be a supervisor approved by the Psychologists Board of Australia.

KEY PERFORMANCE INDICATORS

Your performance will be measured through the following key performance indicators:

- All therapeutic counsellor advocates and crisis care advocates are appropriately skilled, competent and supported to work within defined scopes of practice.
- Provision of service related data reports and consumer feedback to Trauma Informed Services leadership and the broader department to enable on-going monitoring of service quality and performance as required. This includes annual evaluation of therapeutic counsellor and crisis care service provision to identify service system gaps and improvements.
- Completion of a minimum one Quality Improvement Activity per year in relation to identified service system gaps and improvements.
- Active participation in the Performance and Development review process, ensuring all staff within the Adult & Families and Crisis Care teams are up to date with Performance Development Reviews and working towards goals within Professional Development Plans.
- Minimum 80% attendance at scheduled meetings including with Manager Trauma Informed Services, monthly report to team meetings and shared coordination of clinical staff monthly peer supervision sessions.
- Achieve agreed client caseload and throughput.

AT GV HEALTH ALL STAFF ARE REQUIRED TO

- Demonstrate GV Health values and behaviours, being a role model for living the values of Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour;
- Maintain an understanding of individual responsibility for consumer safety, quality and risk and adhere to the relevant policies, procedures and guidelines;
- Develop and maintain collaborative relationships with all other teams and professionals;
- This role may from time to time deal with distress, anxious or upset consumers or members of the public. GV Health is committed to the physical and psychosocial safety of our staff. GV Health staff are required to comply with all safety related training, look after the safety and well-being of themselves and each other, and actively foster a safe working environment;
- Maintain a safe working environment for yourself, your colleagues and members of the public;
- Identify, report and manage risks and ensure actions are taken to prevent and minimise harm to consumers and the GV Health workforce;
- Contribute to organisational quality and safety initiatives;
- Observe and comply with child safe principles, standards and expectations of appropriate behaviour toward and in the company of children;
- Complete the mandatory training requirements as defined by GV Health and actively engage in the Performance Development Review process;
- Minimise the risk of infection to consumers, residents, employees, visitors, contractors and the general public;
- Seek internal customer or consumer feedback and respond accordingly to identify areas of needs;
- Comply with requirement of National Safety and Quality Health Service Standards and other relevant standards, regulations and legislative requirements;
- Comply with the principles of patient and family centred care;
- Not smoke or vape on GV Health premises;
- Comply with immunisation requirements as per the Department of Health Victoria;
- Comply with all applicable to position pre-employment checks, which may include but is not limited to; police checks, working with children's check (WWCC), National Disability Insurance Scheme (NDIS), Aged Care screening requirements.

ACCEPTANCE:

I acknowledge and accept that this Position Description represents the general outline of duties, responsibilities and accountabilities that are expected of me in my employment in the position, and may not encompass every aspect of the position. I understand that The GV Health reserves the right to modify position descriptions as required, however I will be consulted when this occurs.

I acknowledge and accept that I must complete and maintain all relevant pre-employment screening and checks for successful employment.

I acknowledge and accept that that I have read and fully understand this Position Description. I agree that I have the ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.

I acknowledge I will be required to undertake the duties as set out in the position description (and any other duties as requested in accordance with my skills and experience) to the best of my ability and, at all times follow lawful direction.



By accepting the contract of employment, I am agreeing to duties and obligations within the Position Description.

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Health Independence Programs and First Nations Peoples Health	Manager – Trauma Informed Services
Reviewed by:	Chelsea Sofra
Issue Date:	June 2025

ABOUT US

Goulburn Valley (GV) Health is a regional public hospital and health service for the Hume region of Victoria, with main campuses located at Shepparton, Tatura, Rushworth and Euroa. The main campus in Shepparton is the major acute referral hospital for the sub region. Additional satellite sites are also located in Shepparton, Seymour, Benalla, Cobram, Echuca and Wodonga. GV Health provides a range of acute, subacute, mental health, aged, primary health and community services.

OUR PURPOSE

To significantly improve the health and wellbeing outcomes and experiences of the people and communities in our care.

OUR VALUES

GV Health's culture centres around our CREATE values and behaviours. Through these values and behaviours we commit to delivering ongoing quality healthcare for our community:



GV Health Vision and Values: [Values and Vision - GV Health](#)

OUR STRATEGIC PLAN

The Goulburn Valley Health Strategic Plan 2024-2026 provides the direction for GV Health with our five strategic pillars being:

- Health and Wellbeing Outcomes: Improve health and outcomes for the population in our region
- Community and Consumer Experience: Ensure everyone has an outstanding personalised experience
- Our Staff Experience: Our people feel connected, supported, safe and well
- Responsible Workplace: Be sustainable and efficient
- Health Equity: Embrace differences in how we design and deliver healthcare

GV Health Strategic Plan: [Strategic Plan 2024-2026 - GV Health](#)

FOR MORE INFORMATION

Application tips: [Application Tips - GV Health](#)

GV Health: <https://www.gvhealth.org.au/about/>

Child Safety and Wellbeing: [Child Safety and Wellbeing - GV Health](#)

Living in Goulburn Valley: [Goulburn | Regional Living Victoria](#)

GV Community Connector: [Community Connector Program for Businesses](#)