Position Description

Counsellor

Vision	Better futures for WA women
Purpose	To provide excellent connected health and support services to women across their life cycles
About us	Luma is a not-for-profit organisation dedicated to enhancing the health and wellbeing of Western Australian women since 1977. From our humble beginnings as a small medical and counselling clinic for women in the 70's, we have evolved into a comprehensive, integrated, go-to-place for women of all ages, stages, cultures, and identities. Located throughout the Perth metropolitan area, Luma offers an extensive range of medical, nursing care, allied health, mental health & counselling, Family & Domestic Violence (FDV), and health promotion services. Luma welcomes women from all walks of life and prioritises those who are at higher risk of ill health including women who have a disability, carers, women from CaLD backgrounds, Aboriginal women, Family & Domestic Violence victim-survivors, and those who are socially and economically disadvantaged
Values:	Respect Integrity Diversity & Inclusion Innovation

Position Details

Position title	Counsellor
Classification	2022 Enterprise Agreement, Health Professionals Level 2
Base Location	Northbridge, Joondalup & outreach locations as required
Status	Part-time (0.6 FTE)
Service Area	Family & Domestic Violence Services
Reports to	Team Leader, Family & Domestic Violence
Managed Staff	Nil
Position Purpose	Providing counselling and case management support to individuals and families impacted by family and domestic violence (FDV). The position supports clients to work towards individualised goals through trauma-informed therapeutic intervention, coordinated care, safety planning, education, and advocacy. The role also involves developing, delivering, and evaluating therapeutic and support groups, as well as providing targeted information, risk assessment, and advocacy to meet the identified needs of clients and support service outcomes.

Date created 24/08/2024
Date reviewed 25/09/2026

Key responsibility for the role

- Manage a client caseload, providing trauma-informed family and domestic violence counselling and case management support to individuals and families through centre-based and outreach services.
- Undertake comprehensive assessments, including family and domestic violence risk assessments, utilise relevant information, and develop individualised support and safety plans that respond to client needs, strengths, and circumstances.
- Work collaboratively with clients to establish clear, achievable goals and openly discuss how counselling interventions, safety planning, and case management strategies support progress towards these goals.
- Establish and maintain strong therapeutic alliances throughout engagement, supporting clients through experiences of trauma, and recovery, while responding thoughtfully to ambivalence, barriers to engagement, and ongoing safety concerns.
- As part of the FDV team, initiate, plan, deliver, and evaluate therapeutic, psycho-educational, and support groups aligned with service objectives and the needs of individuals affected by family and domestic violence.
- Provide advocacy and lead coordinated care with internal Luma services and external government and non-government agencies to support holistic, integrated, and client-centred outcomes.
- Deliver services across multiple sites, including outreach locations on occassions (using a private vehicle as required).
- Maintain accurate and timely case notes and documentation, participate in interagency networks and partnerships, contribute to service promotion and sector collaboration, and assist with approved research, evaluation, and continuous improvement activities.

Leadership/Communication

- Support the philosophy of Luma.
- Adhere to the policies and procedures of Luma.
- Maintain consumer-related documentation and data collection in keeping with professional and organisational standards and service requirements.
- Participate in the relevant multidisciplinary team meetings and consumer reviews as required.
- Prepare and actively participate in regular team meetings and clinical support supervision sessions.
- Participate in development opportunities including attending sector networking, further training and professional development events when required.
- Work collaboratively within the Client Support Services team and with Luma multidisciplinary staff, team leaders and management.

Operational Management

- Provide high quality, ethical and professional counselling services, by undertaking systematic assessments and formulating therapeutic case plans.
- Development and maintenance of relevant networks and partnerships with key stakeholders and communities of interest.
- Maintenance of electronic client notes and case management.

Clinical Practice

- Management of client caseload.
- Work within an integrated collaborative framework
- A working knowledge of relevant legislation in EEO, Disability Services and Occupational Safety & Health.
- Act legally and ethically within the guidelines of Luma and own professional body as relevant.
- Maintain good practice and standards through professional development.
- Ability to contribute to relevant protocols and policies pertaining to standards of practice in program area.
- Understanding of relevant legislation pertaining to area of practice

Safety & Quality Improvement

- Remain up to date on industry trends and best practice.
- Uses evidence-based approach to clinical and medical care.
- Understands and uses a risk management approach to delivering care.
- Document quality assurance activities with internal reporting and audits.
- Identify training needs.

Organisational Responsibility

- Communicate and act in ways that are consistent with the organisation's purpose and values.
- Support and promote the work of the organisation, maintaining a positive image of the organisation in accordance with the level of the position.
- Comply with the organisation's policies, code of conduct, procedures and practices, external funding body requirements and legislation.
- Apply and uphold the principles of a respectful, inclusive, and diverse workplace, free from discrimination, harassment or bullying.
- Adhere to organisational Health, Safety and Environment requirement.

Key Performance Indicators

- **Daily Service Delivery:** Deliver an average of 5.5 hours of service per working day (consisting of 4 hours of client direct and 1.5 hours of client indirect).
- **Client Attendance Rate:** Maintain a minimum attendance rate of 70%.
- **Completion of Clinical Evaluation Tools:** 70% of group and individual clients complete evaluation tool pre and post service.
- **Timely Completion of Case Notes:** Appointments are tracked and accurate case notes are entered by the end of the next working day.
- **Networking & Stakeholder Engagement:** Maintain an average of 2 networking and/or stakeholder engagement activities per quarter.

The KPIs are read in conjunction with this Position Description and are reviewed annually with the reporting manager.

Selection Criteria

- Tertiary qualifications in a relevant discipline such as Mental Health, Counselling, Social Work, Psychology, Counselling, or an equivalent field.

- Current registration with relevant professional body (e.g. AHPRA, Australian Counselling Association [ACA], or Psychotherapy and Counselling Federation of Australia [PACFA]). Student registrations will be considered.
- Demonstrated experience providing evidence-based counselling interventions to clients with FDV presentations, including women, children, and families with diverse and complex needs.
- Demonstrated knowledge and application of a case management approach, including comprehensive assessment, formulation, treatment planning, and sound clinical judgement when working with clients experiencing multiple needs and complex trauma.
- Comprehensive understanding of contemporary, recovery-oriented, and trauma-informed practice, and evidence-based treatment models relevant to FDV service delivery.
- Demonstrated ability to support clients to identify and access appropriate community services, groups, and resources, and to collaborate effectively with internal teams and external government and non-government service providers to achieve coordinated outcomes.
- Proven ability to manage complex ethical and professional issues involving clients, families, health professionals, and third parties in line with professional standards, organisational policies, and relevant legislation.
- Strong written communication skills, including the ability to produce accurate and timely case notes, case formulations, treatment plans, and reports, alongside advanced verbal and non-verbal communication skills that support rapport-building and effective case conferencing.
- Demonstrated understanding of diversity and inclusion, access and equity, social justice, multiculturalism, and culturally responsive practice when working with diverse client groups.
- Well-developed computer skills, including experience using practice management systems and Microsoft Office 365 applications.
- Current National Police Clearance and Working with Children's Check (or ability to obtain both prior to commencement).

Our organisation is committed to protecting children and young people from harm. We require all applicants to undergo an extensive screening process prior to appointment.

Our values drive our culture and performance through a strong focus on upholding the organisation's vision and purpose. We celebrate and respect people's differences and commit to providing an inclusive work environment. We encourage applications from Aboriginal and Torres Strait Islander peoples, people from culturally and linguistically diverse (CALD) communities, people with disability, and those who identify as LGBTQIA+.

Acceptance

I have read and understand the content of this Position Description.

Employee Signature: Date:

Reporting Supervisor Signature: Date: