

Position Description

This position description is available in large print and other accessible formats upon request.

Position Title	Counsellor
Directorate / Service / Program	Therapeutic Services
Reports to	Team Leader, Therapeutic Services
Location	Geelong
Classification	Social, Community, Home Care and Disability Services Industry Award Level 5
Date Revised	January 2026

About Us

We are Meli, inspired by the word Meliorism. The belief that the world can be made better through human effort.

Meli is a Victorian not-for-profit organisation, offering a unique combination of services to support members of our community throughout their lifetime, from early childhood through to adolescence and adulthood.

Everyone faces challenges occasionally, and Meli is here to lend compassionate help, and to take a preventative and early response approach – no matter how big or small a problem.

Our Purpose: Supporting people, strengthening communities.

Our Vision: A fair, safe and inclusive community where everyone can thrive.

Our Values: Build Connection, Show Courage, Inspire Action, Celebrate Difference, Be Dynamic.

To learn more about Meli please visit our website www.meli.org.au

Position Overview

The position forms part of Meli's Therapeutic Counselling team which operates across Barwon and South West Victoria.

Meli's Therapeutic Counselling Program provides counselling support for individuals and affected others who are experiencing gambling related harm and counselling support for individuals, children/young people or families experiencing challenges in establishing, maintaining or strengthening family relationships. Meli's Therapeutic Counselling Program also provides Employee Assistance Program (EAP) services, group work including lived experience and psychoeducation programs and outreach support in prisons.

This counselling position will provide a range of therapeutic counselling and support services, including:

- Counselling for those directly or indirectly impacted by gambling harm and other significant life events, such as family violence
- Family and relationship counselling for individuals, couples and families
- Counselling for young people
- Therapeutic group programs
- Skills based group programs
- EAP counselling.

In addition to counselling, this position will also undertake (non-clinical) assessments and advocacy.

Key Accountabilities

Duties of this position may include, but are not limited to the following:

- Provide evidenced based assessments and counselling to individuals, couples and families.
- Provide therapeutic counselling and interventions to individuals and couples directly or indirectly experiencing gambling related harm.
- Provide counselling support for children/young people, couples, families and individuals within the context of their family to manage and enhance their relationships.
- Provide therapeutic and/or skills-based group programs in response to gambling harm, and family and relationship issues.
- Provide brief therapeutic interventions in the Employee Assistance Program (EAP) services.
- Complete assessments adhering to the MARAM and Information Sharing Frameworks and deliver counselling supports to manage family violence risks.
- Active commitment to Child Safety Standards, MARAM, Meli's Common Practice Approach, and Rainbow Tick.
- Participate in after-hours counselling as required.
- Active participation in team and agency meetings, reflective practice and regular formal supervision.
- Maintain accurate and appropriate client files in line with accreditation standards, maintain complete and accurate data, and follow agency policies, procedures and program service standards.

Organisational Accountabilities:

- Other reasonable duties as directed.
- Apply Meli's quality and risk management frameworks
- Understand and comply with the standards of a child safe organisation in both practice and culture.
- Active involvement in professional development to build knowledge and skills.
- Make decisions following the values, and the relevant standards, practices, policies, procedures, regulations, industrial instruments and legislation.

Qualifications, Skills, and Experience

- A tertiary qualification in counselling, psychology or related behavioural sciences with applicable registration (e.g., AHPRA, ACA, PACFA registration).

- An understanding of and demonstrated ability to provide evidence based therapeutic approaches to counselling with a focus on working with addiction, trauma, systems theory, grief and loss, attachment theory and family violence.
- Minimum of 1-year direct counselling experience.
- Ability to provide comprehensive case notes, assessments, and counselling interventions.
- Knowledge of the broader client services system, legislation, support services and organisations.
- Well-developed written, verbal and interpersonal skills.
- Competent in self-management and solution focused.

Other requirements of the role

All employees must undergo and maintain a range of satisfactory checks as a condition of employment. These include:

- Working with Children Check
- National Coordinated Criminal History Check (NCCHC)
- International Police Check (if required)
- Have the right to work in Australia

Key Stakeholders

- Meli employees
- Wellways
- Local Support Services

Physical requirements & Environmental Conditions of the role

Meli is committed to creating inclusive spaces that are accessible for everyone by reducing and/or removing barriers through reasonable adjustments.

The following table shows the physical and psychological work environment characteristics that have been identified as part of this role. Where possible, Meli will make reasonable adjustments to support individuals to succeed in their roles.

Required Activities / Working Environment	Frequency
Computer based tasks, sedentary position, office based	Often
Repetitive manual tasks	Sometimes
Working in buildings which may have stairs <i>(Reasonable adjustments can be made)</i>	Rarely
Driving, in & out of vehicles <i>(If driving is required, must hold current Victorian Driver Licence)</i>	Sometimes

Bending, lifting, pushing, pulling	Rarely
Working alone or at a co-located site	Rarely
Confrontational/confronting situations (Due to the nature of our work, there may be times when staff are exposed to content, behaviour, language and/or situations that can be confronting)	Sometimes
Working outside in differing weather conditions	N/A
Working on-call and/or after hours	Often
Attending external locations including client homes	N/A

Inclusion Statement

Meli is committed to being a place where everyone has a sense of belonging.

We embrace the unique perspectives and experience of our people and our community, and their voice is at the heart of our values and decision making.

We aim to be courageous as we learn, grow, and evolve as an accessible, inclusive and safe organisation for people of all identities.

We are working to create a team of people who reflect the diverse community we support. Aboriginal and Torres Strait Islander, LGBTQIA+, culturally diverse people, those living with a disability, and those looking to return to the workforce following a break in their career, are encouraged to apply for our roles.

Child Safety Statement

Meli is committed to child safety in every aspect of the organisation. We take deliberate steps to protect children from physical, sexual, emotional, and psychological abuse and neglect. Our organisation fosters openness to create a culture in which everyone – staff, parents, carers, and children – feel confident, enabled, and supported to safely disclose child safety or wellbeing concerns.

We have zero tolerance of any abuse or maltreatment of children. We are committed to ensuring children and young people are able to actively participate in decisions that affect their lives.

We understand our legal and moral obligations to treat any child safety concerns seriously. We report any allegations and wellbeing concerns to authorities. We are committed to the cultural safety of all children and young people. This includes providing a safe environment for children and young people with a disability, who are Aboriginal and Torres Strait Islander, from culturally and/or linguistically diverse backgrounds or who identify as LGBTQIA+.

Meli's policies and practices promote the safety and wellbeing of children and establish an effective, consistent approach to prevent, respond to and encourage the reporting of allegations of child abuse and harm.

All children, their families and carers should feel welcome at Meli, including feeling able to express their identity and raise concerns about their own or others' safety.

Employee Declaration

I have read and understood this Position Description and in signing this document agree that I can fulfill all the requirements of the position described in this document. Additionally, I agree to notify management immediately of any change in my capacity to meet any of the requirements outlined in this Position Description.

Name:	Signature:	Date:

Note: The intention of the position description is to provide an outline of scope and responsibilities, at a point in time. Please note, responsibilities may evolve in accordance with organisational needs.