

WAO CRISIS COUNSELOR (PROJECT)

TERMS OF REFERENCE (JULY 2016)

Background to Project

Women's Aid Organisation (WAO) is implementing a co-working Pilot Project with Polis Di Raja Malaysia (PDRM). The Pilot Project builds on a strategic WAO-PDRM partnership in order to strengthen essential social services to women and girls reporting violence at police stations. The Project seeks to test pilot an initiative to develop a sustainable mechanism for providing crisis counselling and support services to women and girl survivors of violence at what is typically their first point of entry in getting help—the police—and provide a model service that could be up-scaled and implemented throughout the country.

Position Overview:

The position is for a one-year appointment. In alignment with WAO's Core Values, Mission and Vision, the position requires the incumbent to provide crisis counseling for women and girl survivors of violence who report the crime at police stations. The counseling service will be available 24/7 to respond to women and girls in crisis. Counselors will be assigned for duty on a rotational basis following scheduled shifts. Other major duties include tracking and follow up for the survivor to ensure that her rights and well-being are addressed as per legal and procedural frameworks. The WAO Counselor is considered primarily accountable to the woman or girl survivor. The incumbent will be under the direct supervision of the WAO Counselor Supervisor and the overall supervision of the WAO Services Manager, with final reporting to the WAO Executive Director and Executive Committee.

Upon appointment, a comprehensive protocol for engagement will be provided to the incumbent.

Duties and Responsibilities:

- Provides crisis counseling to survivors of sexual assault, domestic violence, trafficking and labour-related abuses as required.
- Conduct client assessments at entry, and ongoing periodic evaluation.
- Refers the survivor onwards within WAO or harnessing community for further support, as per agreed protocols.
- Ensures case documentation is up-to-date and reflective of services provided. Files are subject to review at any time.
- Participates in consultations, workshops and conferences related to the Project.
- Facilitates support groups for women and girl survivors of violence (for community and the WAO Refuge).
- Coordinates with officers at the police station in conducting the function, as per agreed established protocols.
- Other duties as assigned by WAO.

Knowledge, Skills & Abilities:

- Strong commitment to feminist principles and WAO's vision, mission, and core values.
- Must be knowledgeable of the principles of sound therapeutic practices with victims of sexual abuse/assault, including working with the continuum of sexual abuse/assault services.
- Must understand victimization and demonstrate practices sensitive to sexual abuse/assault issues in therapy.
- Strong oral communication skills required to effectively communicate with a broad range of individuals.
- Strong written communications skills required to maintain quality documentation.
- Ability to prioritize all aspects of the job is a key to success.
- Ability to provide group, individual, and family counseling sessions.
- Strong problem solving skills required and must be a common sense thinker who can be a quick decision maker when necessary.
- Must display professionalism and leadership qualities.

Minimum credentials and qualifications:

Must be a certified counselor and have a minimum of a Master's Degree in one or more of the following: mental health counseling, marriage and family therapy, social work or related field. Must have valid driver's license and driving record must comply with insurance requirements. Acceptance of the application is contingent upon satisfactory results of background checks.

About Women's Aid Organisation:

Established in 1982, Women's Aid Organisation's mission and vision is to end violence and discrimination against women and girls. We provide services on shelter, re-integration and case management for women and girls survivors of violence. WAO also works to strengthen state policy and survivors' access to justice and state protection; enhance community awareness of discrimination and violence against women and girls; and to promote gender equality.

Call the WAO Hotline at 03 7956 3488 or SMS TINA at 018 988 8058 if you or someone you know is experiencing abuse.

How to apply:

Send your CV/resume and cover letter to womensaidorg@gmail.com.

DISCLAIMER

This job description reflects the WAO management's assignment of essential functions; it does not prescribe or restrict the tasks that may be assigned.