

Position Description

Position Title:	Counsellor	Approval Date:	Feb 2024
Authorised By:	Rosalyn Sandwell	Review Date:	Feb 2025

healthAbility is an operating division of Nillumbik Community Health Service Ltd. They operate quality, accredited, non-profit health services under the governance of its own Board of Directors.

Our Vision: Inspiring People and Communities to be Healthier and Inclusive

Our Values:	Respect	Equity, fairness, dignity and respect underpin all interactions.
	Integrity	We are honest, fair and inclusive.
	Collaboration	We work together to inspire both our colleagues and the community in which we serve.
	Accountability	We are accountable to all stakeholders by engaging in inclusive service planning and evaluation.
	Responsiveness	Everyone who interacts with us is given a timely and informed response.
	Innovation	We inspire through creating new and effective ideas, processes and methods to meet the needs of the community we serve.

All Employees must behave in accordance with our vision and values.

Position Overview

Job Purpose	<p>The Counselling Service is made up of a multi-disciplinary team comprising of General Counselling and Family Violence counselling.</p> <p>The Service follows a policy of encouraging the principles of self-help, empowerment and advocacy in all its service provision, and works closely with relevant health and welfare services within the services and across the regions.</p>
Clinical Duties and Responsibilities	<p>Deliver individual and group evidence-based therapeutic interventions.</p> <p>Undertake clinical assessments, develop goals and treatment plans.</p> <p>Provide services in both face-to-face and telehealth modalities.</p> <p>Participate in regular clinical supervision, which includes self-reflection, self-care and risk management.</p> <p>Ensure all legislative requirements are followed, and all clinical and OH&S incidents/hazards are accurately and promptly reported in the VHIMS Central database. Collect and share relevant information about consumers in compliance with relevant legislation and program guidelines.</p> <p>Record all clinical notes, client contacts, and outcome measures in electronic databases and reporting systems as required.</p> <p>Ensure all procedures and policies are followed and participate in quality improvement where required.</p> <p>Maintain registration with relevant professional body and ensure all registration requirements are met.</p> <p>Maintain a professional code of conduct and participate in on-going professional development in accordance with annual work plans.</p> <p>Ensure that service targets and KPIs are met.</p>

Qualifications	Mandatory Qualifications <ul style="list-style-type: none"> • A relevant tertiary qualification including a Bachelor of Social Work, Psychology or equivalent • Experience in supporting service delivery and teams Desired Qualifications <ul style="list-style-type: none"> • Postgraduate qualifications in relevant field • Demonstrated ability and experience in providing family violence counselling and support
Skills and experience	<p>Demonstrated experience in providing counselling / therapeutic interventions.</p> <p>Understanding the achievement of identified targets (funder and organisational).</p> <p>Engagement and interpersonal skills.</p> <p>Strong initiative and a can-do attitude.</p> <p>Empathic, innovative and professional therapeutic style.</p> <p>Well-developed problem-solving, negotiation, conflict resolution and mediation skills.</p> <p>Strong written and verbal communication skills.</p> <p>Demonstrated ability to be flexible and responsive to change, with an interest in ongoing learning.</p> <p>An understanding of and willingness to embrace the organisational values of Collaboration, Integrity, Equity and Innovation.</p> <p>Excellent organisation, time management and problem-solving skills.</p>
Key Selection Criteria	<p>Willingness to work across healthAbility sites as required.</p> <p>Communication: The capacity to adapt their manner to a particular situation while being consistently professional, concise and engaging. To ensure their messages are understood and that input from others has been heard and the ability to present well-constructed written communication.</p> <p>Teamwork: The ability to collaborate with colleagues to seek solutions that are beneficial to all groups.</p>

	<p>Behavioural Flexibility: The capacity to make decisions in sometimes ambiguous circumstances.</p> <p>Action Management: Ensure the timely delivery of services and programs, and prioritise issues based on their importance and urgency.</p> <p>Interpersonal Relations: Understand the importance of fostering positive relationships with co-workers and relevant external organisation.</p> <p>Client Focus: A constant focus on both data-driven client analysis and opportunities, and the delivery of a consumer journey that exceeds expectations.</p>		
KPIs/Performance Goals	<p>Actively contributing to a positive and engaged culture</p> <p>Individual targets and KPI's are achieved</p> <p>Programs and Services offered are of high quality and client-centred.</p> <p>Services are provided within clinical framework.</p> <p>Organisational and discipline specific compliance requirements are met.</p> <p>Risk and Clinical risk are identified and escalated to Team Leader, Counselling.</p>		
Service/Program	Mental Health and Counselling		
Reports	Job reports to ...	Direct reports ...	
	Team leader, Counselling	Nil	
Award/EBA	SACS		
Classification	TBC – Dependant on experience		

Requirements:

- A Police Record Check is required for all roles
- A Working with Children Check, other credentials and role specific requirements (such as NDIS) and checks will be required in accordance with government funding requirements and legislation.
- All employees must provide 4 forms of identification upon commencement.
- All employees must be permanent residents of Australia or hold a current, valid visa.
- A current Victorian Driver's Licence (where driving is a component of the role)
- A probationary period of 6 months applies unless otherwise stipulated.
- All employees must abide by the organisations Policies & Procedures.
- All employees may be required to work across any of the organisation, 's sites.
- All employees are required to take reasonable care for their own health and safety and that of other employees who may be affected by their conduct.
- All healthAbility employees are required to complete the level of MARAM training relevant to their role to appropriately and effectively identify, assess and manage family violence risk. The Framework has been established in law under a new Part 11 of the Family Violence Protection Act 2008.