

## Position Description

<b>Position Title:</b>	Counsellor Relationships and Sexuality
<b>Division:</b>	GM Clinical Services
<b>Reporting To:</b>	Practice Manager
<b>Direct Reports:</b>	Nil

### ABOUT NORTHCOTT:

#### Who is Northcott?

Northcott is a not-for-profit disability service provider that works with customers to realise their potential.

As one of Australia's largest not-for-profit disability service organisations, we provide services from metropolitan and regional locations throughout NSW, QLD, and the ACT. We have more than 90 years of experience and expertise in the disability service industry.

A registered NDIS provider, we employ approximately 2,600 staff and provide empowering, personalised services to over 13,500 people with disability, their families and carers each year.

#### What do we do?

Northcott provides personalised and dynamic support, delivered by a committed team who will optimise and maximise support and services for every customer.

Our experience and expertise gives confidence to our customers they are in good, trustworthy hands, while our commitment to innovation and pushing boundaries allows us to tackle any challenge currently creating barriers for our customers to reach their potential.

#### What is our promise to each customer?

We will work creatively and relentlessly with each customer to unlock, discover and unleash their potential, supporting and empowering them to be the best they can be now and in the future.

Our customers are not numbers; they are unique individuals. We personalise our services to each customer's current and future needs and goals, every single one, to ensure their development and growth.

As advocates for our customer's inclusion, we will empower them with confidence, choice and opportunity so they can live their life, as they choose, in their own way.

#### Our Values

Our values have always been a significant part of our service to customers and they have helped shape Northcott into the wonderful organisation it is today. We are Innovative because we develop new ideas and solutions with creativity in anticipation of changing needs. We are Respectful because we believe that everyone's voice is unique and that they have the right to be heard. We are Brave because we have the courage to stand up for people with all abilities even in the face of adversity.

## Position Description

### KEY OBJECTIVE OF THE SERVICE/DEPARTMENT:

The key objective of Northcott Quality and Safeguarding division is to ensure that all services delivered to Northcott Customers by our staff support customer choice and control, empowering each individual and driving quality improvement.

All support is conducted in a person-centred way to enable the customer to live as independently as possible at home, in education or at work and in the community. Our teams provide timely and evidence-based intervention and support focussed on building the skills and capacity of the individual and those around them.

### KEY OBJECTIVE OF THE POSITION:

To provide quality professional counselling services to customers who require psycho-social support to fully realise their current and future goals including event organisation for the Sexuality and Relationship Service objectives.

### PERSON SPECIFICATIONS (SKILLS & KNOWLEDGE)

- Excellent communication skills with customers, internal and external stakeholders.
- Experience building networks in the community.
- High level of computer literacy and competence with current technologies.
- Initiative and problem-solving skills - the ability to offer new ideas or different ways to achieve desired outcomes.
- Organisational and planning skills to manage time and to meet deadlines.
- Personal commitment to improving own knowledge and skills.

### ESSENTIAL QUALIFICATIONS & EXPERIENCE REQUIRED

- Minimum qualification in Diploma of Counselling
- Membership with the Australian Counselling Association or as a counsellor with the Psychotherapy and Counselling Federation of Australia as an accredited PACFA Registrant.
- Minimum of 2 years current and relevant industry experience in disability or health.
- Demonstrated experience and clinical skills in counselling application of therapeutic modalities relevant to working with individuals and groups.
- High level of demonstrated interpersonal, written and verbal communication skills.
- Knowledge and understanding of relevant legislative, ethical and practice requirements e.g. confidentiality, anti-discrimination and mandatory reporting.
- Understanding of NDIS policies and procedures.
- Ability to work autonomously and collaboratively within the Multidisciplinary Hub.
- Strong organisation and time management skills.
- Current Working with Children Check.
- Current Police check
- Current NSW Driver's license.

### DELEGATION LEVEL

- *NIL*

### CORE COMPETENCIES OF THE ROLE

#### Customer Focus

- Provide counselling and education which supports customers to learn new skills, build resilience, understand what they are experiencing, to learn about their strengths and how to use them, to solve problems and make decisions.

#### Relationship Building

- Initiate, develop and maintain good working relationships with employees from all levels within the organization.
- Personally, collaborates with peers to achieve organisational goals.
- Work cooperatively with the Northcott Relationship & Sexuality Service.
- Work in partnership with other service providers for potential mutual benefits such as referral.
- Establishes alliances outside of own team or location for potential mutual benefits.
- Establishes external alliances/networks for potential mutual benefits.

#### Problem Solving

- Understanding of and working with customer's individual needs.
- Ability to recognise opportunities for customers to fulfil their personal goals.
- Flexibility in approach to achieve optimum customer and business outcomes.

#### Leadership

- Fosters an atmosphere where individuals can work together as a team towards a shared purpose.

#### Financial Impact

- Work within allocated budgets.
- Monitors program income and expenditure and makes recommendations for corrective action when necessary.
- Is dedicated to implementing sales strategies outlined by senior manager.
- Ensure billable targets are met as per agreement.

#### Time Impact

- Responds to service requests from customers in a timely manner.

### DUTIES

The typical duties of this position include:

- Provide counselling, information and resources to customers in relation to their personal wellbeing and goals.
- Maintain up to date customer files. Ensure timely input of Carelink information which is accurate and up to date.
- Stay contemporary in professional competency and skills through active participation in supervision and professional development.
- Maintain up to date knowledge of the NDIS and Disability sector.
- Remain up to date with current best practice and legislative requirements.
- Support the Northcott Relationship & Sexuality Service and organise events related to the service objectives.

## Position Description

This list is indicative only and is subject to change. All Northcott employees are required to comply with any reasonable work requests as directed by their employer from time to time.

### NORTHCOTT POLICY AND PROCEDURES

All Northcott employees are expected to be familiar with and adhere to Northcott policies and procedures. For more information see your manager or refer to the policy and procedures available on the Northcott Intranet.

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Employee's Signature

Employee's Name

Date

**Please forward a signed copy to Human Resources.**