

POSITION DESCRIPTION

Counsellor

Division:	Specialist Supports
Department:	Therapy Services
Job Profile:	SPS Level 7-8
Banding or Award:	Health Professionals and Support Services Award
Reports To:	Manager, Sydney Therapy Services

About Us

Ability Options is a not-for-profit organisation that is characterised by a strong Vision, continuous Mission, and universal Values. We keep the people we support at the centre of our hard work by providing Disability and Employment services across NSW. We offer vulnerable people high-quality services that foster their wellbeing and inclusion in the community. We pride ourselves on delivering a person-centred approach, highlighting people's right to both choice and self-determination. We have a passion to make an impact on people's lives. We champion all people to achieve their aspirations and goals, ensuring they are included in their chosen community and have access to a range of opportunities.

The Ability Options workplace is a safe and diverse environment that encourages strong leadership and innovation. People are our greatest asset, as our services create experiences and opportunities for our customers. Our personalised and responsive support is rewarding not only for people using our services, but also for our employees. We work alongside partners who share and exercise our Values of Trust, Inclusion, Respect, Courage and Leadership. Whether it is providing employment opportunities, giving work experience, or assisting people to live in various scenarios, we provide meaningful experiences, and inclusion for everyone.

Our Values



INCLUSION

We **embrace, encourage** and support **diversity** in everything we do



LEADERSHIP

We are a sector and service leader by **innovating, improving, and partnering** with others



COURAGE

We **act** on our **values** ensuring they are central to everything we do



RESPECT

We treat our participants, their families, communities, partners and each other with **dignity, appreciation, and recognition**



TRUST

We deliver on our promises, encourage feedback and work with **honesty** and **openness**

Primary Purpose

To plan and deliver counselling services to individuals across a range of services including Ability Options Employment and the National Disability Insurance Scheme. This could include delivering vocational counselling or facilitating group based therapy programs.

Key Accountabilities

Application of Organisation/ Sector Knowledge:

- Understands Safeguard, Strengthen and Shape concepts and apply this in a daily operational manner.
- Comprehensive knowledge of Ability Options infrastructure and internal services across the organisation.
- Understanding of NDIS structure and commitment to ongoing acquisition of knowledge around roll out of NDIS industry changes.
- Maintain a working knowledge of:
 - Person centred practices and philosophies
 - Employment Services and Performance Framework
 - Disability Service Standards and
 - Public and Private school based systems to support persons with a disability/ disadvantage.

Planning:

- Plans activities to maximise customer satisfaction and cost efficiency.
- Prepares for workshops and individual sessions and carries out details of projects, programs and services.
- With support is able to estimate, cost and schedule services.

Teamwork/ Leadership and Culture:

- Trains and coaches direct service providers, volunteers and students as well as fellow colleagues to demonstrate leadership of Ability Options values within the workplace toward complex service delivery requirements.
- Performs work in the Ability Options' [accountable, empowering, proactive, transparent, cross-functional, continuous improvement, person-centred].
- An effective and participatory team member.

Communication:

- Maintains internal and external relationships with key stakeholders.
- Records outcomes.

Service Excellence:

- Ensure customer satisfaction.
- Recognise and make appropriate referrals for alternate services such as psychiatric, psychological, or specialist services and is able to facilitate transition to alternative services.
- Deliver consistent, seamless service excellence.
- Manage and resolve complaints according to procedure.
- Delivers services which engage the community and meet service delivery expectations.
- Communicates and collaborates with stakeholders to effect best outcomes for the clients.
- Work with family toward agreed outcomes, reviews and reporting to planner.
- Perform other tasks as directed by management.

Quality- Continuous Improvement:

- Understands organisational process, escalation procedures as well as quality principles and is able to apply organisational improvement methods as an individual or within team based projects.
- Identify risk and resolve standard problems.

Financial Sustainability/ Value for Money:

- Maintain billable targets set.
- Works with Manager to identify and acquire financially sustainable service opportunities.
- Ensure all Ability Options' products/ services provide 'value for money' and do not pose a risk to financial sustainability.
- Maximise cost efficiency and deliver on agreed financial outcomes.

Risk Management/ Compliance/ WHS:

- Ensure Ability Options' Risk Management Framework is applied to all activities and risks mitigated.
- Ensure compliance with all quality, contractual and legislative obligations.
- Ensure all operations are conducted safely.
- Ensure all activities consider and promote the physical and psychological safety of Ability Options people and other stakeholders.
- Proactively identify WHS concerns and take measures to reduce the risk and work collectively to continuously reduce risks in the work environment.

Position Dimensions

This position has no direct reports.

Freedom to Act is subject to Delegation Policy, relevant legislation, regulations, Ability Options policy and procedures, in conjunction with CEO directives.

Key Relationships

- | | |
|---|--|
| • Senior Leadership Team [SLT] | • Parents, families and guardians |
| • Managers | • Government agencies including Public/ Private educational systems and preschools |
| • Employees, Contractors, Volunteers and Students | • Allied Health Professionals |
| • Individual persons | • Customers |

ESSENTIAL CRITERIA

- Allied health professional registered with the appropriate registering body eg PACFA or ACA.
- Experience delivering therapeutic services and vocational counselling
- Person centred practices and philosophies, disability service standards, application and completion of support documents.
- Problem analysis and solution focused skills.
- Experience in crisis counselling and critical incident management.
- Experience in developing and running therapeutic group programs.
- Capacity to deliver high level report writing skills with attention to detail.
- Computer skills, including use of Microsoft Office applications (Word, Outlook, PowerPoint and Excel) and capacity to learn local case management software applications.
- Capacity to multitask while maintaining a caseload, and reach set targets.
- Capacity to work autonomously and with teams across multiple sites as required.
- Strong verbal and written communication skills and high level capacity to liaise with a variety of people including: organisational staff, allied health professionals, and external parties.
- Capacity to cross market services to other organisations and positively represent the company.
- Valid, current drivers licence with a good record.
- Current Working with Children and Police Check.

General Attributes:

- Adaptable and resilient to respond to changing business needs, conditions and work responsibilities that achieve successful outcomes.
- Strategic thinker and ability to collaborate in the design and implementation of a regional strategic plan.
- Outcomes focused, deliver results and take personal responsibility for the quality, achievement of outcomes and quality of work.
- Effective communication (written and verbal) and be able to convey and adjust ideas and messages in an appropriate manner.
- Highly customer focused and able to collaboratively build and maintain relationships with internal and external stakeholders.
- Highly organised, self-motivated and ability to effectively manage multiple tasks, priorities and business needs that achieve quality results.

DESIRABLE CRITERIA

- Knowledge of disability services and settings including: best practice expectations, funding context, and behaviour supports within a best practice evidence based framework for persons with an intellectual/ psychological/ physical disability.
- Working knowledge of psychological assessments and therapeutic principals and practice.
- Certificate IV in Training and Assessment.

SIGN OFF**Employee Name:****Signature:****Manager Name:****Signature:****Date:****VERSION CONTROL****PD DEVELOPED BY:**

Dawn Brown, General Manager – Specialist Supports

PD APPROVED BY:

Naomi McCorkell, Chief Operating Officer - Disability

REVIEWED BY HR:

Zsuzsanna Kolozsy, HR Business Partner

PD EFFECTIVE DATE:

18 March 2022