

Counsellor Carer's Gateway

Position

This position is within Ageing. It is part of the Carer's Gateway team.

- This position reports to the Manager
- Reporting line may vary depending on location and service size
- This position does not have any direct reports This position may have direct reports, positions vary
- This position has the following direct reports:
This position is designated Band 7 under the *Schedule of Authorities and Delegations*
- This position is a budget holder This position has designated revenue targets
- This position is an Aboriginal & Torres Strait Islander identified position
- This position does require a working with children related clearance

Purpose

The purpose of this position is to provide high quality counselling services to carers accessing support through the Carer's Gateway Program. Following assessment it may be identified that a carer would benefit from counselling in order to improve their quality of life while continuing to care for an older person or person with a disability. Counselling for carers is provided across the three key domains of work, health and feelings. This position will use strength based frameworks to provide therapeutic services such as counselling, therapeutic group work, information and research services to support people impacted by their role as a carer to improve their quality of life.

Focus

To achieve this purpose, the position holder would typically:

- Provide intervention and support to carers over the phone, in person, or via other technological means.
- Undertake assessments to identify effective counselling intervention and support.
- Provide information, referral and advocacy to support individuals and families to access appropriate resources and services, both within The Benevolent Society and with external agencies and service providers.
- Provide face to face, video and telephone counselling services to people seeking to improve quality of life through a focus on the domains of work, health and feelings, where these domains are impacted by their role as a carer.
- Engage carers using appropriate strengths based assessments and risk minimisation processes.
- Coordinate with other service providers including government departments and agencies, schools, health services, GP's and allied health providers to ensure services are delivered.
- Assist clients to engage with wrap around services directly, as appropriate.
- Plan, develop and facilitate or co-facilitate therapeutic groups and workshops for carers.
- Support the general team during busy periods or during leave (where individual has skills and experience to do so).
- Document client services and client changes using technology and paper based systems in a clear, logical, understandable and timely way.
- Advise the Team Leader of any significant changes or concerns regarding the client, their home environment, wellbeing, their services or case plan, or other risks, as soon as possible.
- Make child protection reports to the community services helpline when assessed as necessary, in consultation with the Team Leader or Manager.
- Document work hours, kilometres travelled, reimbursements and other employee records in the timeframes.

Outcomes**When things are going well we would expect to see these outcomes:**

- Clients are able to access services in a timely way
- The needs of clients are appropriately assessed, with referral to appropriate services
- The way we work with clients in crisis is effective, supportive, and appropriately documented
- Clients indicate they are satisfied with their service
- Improved outcomes for clients are identified as an outcome of service delivery

Relationships**We work collaboratively with others, however this position works close closely with:**

Within The Benevolent Society:

- Client Support Partners
- Support Centre
- Other Counsellors
- Delivery partners
- Managers

Outside The Benevolent Society:

- Carers and their families
- Other service providers and agencies
- Wrap around services such as schools, allied health

Individual**To achieve the position purpose and outcomes the position holder will need to have:**

- A minimum of a current Australian Counselling Association accreditation Level 2; or a Psychotherapy and Counselling Federation of Australia Provisional Accreditation; or an Australian Association of Social Workers accreditation – ordinary member.
- At least 3 years' experience providing counselling services and group work
- Post graduate qualifications in counselling would support success
- Knowledge of wrap around and referral services available
- Excellent understanding of carers issues in the domains of work, health and feelings and how these impact on quality of life.
- Ability to quickly and effectively evaluate the needs of a client who may be in crisis and identify potential referrals that may meet their needs
- Ability to work under pressure
- Ability to apply counselling theories, skills and knowledge to clients experiencing issues relating to area of speciality
- Experience facilitating programs for individuals and groups
- Good relationship building skills with the ability to quickly build relationships with different stakeholders
- Good negotiation, liaison and advocacy skills
- Understanding of the needs of diverse communities such as Aboriginal and Torres Strait Islander, culturally and linguistically diverse (CALD), and gay, lesbian, bisexual, transgender and intersex (LGBTI) communities

Travel**This position may require some flexibility in terms of travel or hours of work:**

- Overnight travel/stays may be required
- Some weekend work may be required
- Some evening work may be required
- Travel between office locations/regions may be required
- Travel to clients (varied locations) may be required
- Use of own registered, insured motor vehicle for business purposes may be required
- Use of TBS pool cars may be required

All of us might need to travel occasionally to attend learning opportunities, meetings or other key events.

Context**Those with knowledge of this position say the things that might make your day are:**

- Being able to positively influence a client's future
- Being able to advocate for the needs of people impacted by their role as a carer
- Working with the team to get a comprehensive view and reach better outcomes
- Reflecting on positive feedback when suggestions have been helpful

Those with knowledge of this position say some key challenges you might experience are:

- Ensuring self-care to prevent burn out
- Managing competing priorities and needs of stakeholders
- Facilitating workshops with people from diverse backgrounds with shared experience of being a carer

Approvals

Approver Director, Human Resources **Date:** 17 January 2020 **Position Code:** ADS020

Review history V1.0 Release

Advertising

This Position Profile is not intended as an exhaustive description of the position, accountabilities or associated duties. The Benevolent Society may alter or adjust this Position Profile at any time.