


POSITION DESCRIPTION			
Position	Counsellor		
Unit	Carer Gateway NSW 4		
Reporting to	Senior Counsellor		
Location	Newcastle or Coffs Harbour		
Award conditions	Social, Community, Home Care and Disability Services Industry Award (SCHADS) Level 6		
Position Statement	This position is responsible for providing the most suitable, evidence-based counselling for carer's based on the carer's individual circumstances.		
Police Check Required	Yes	WWCC Required	Yes
Accountabilities & Responsibilities			
Counselling	<ul style="list-style-type: none"> • Provide counselling to carers face to face and via video-conference in accordance with Carer Gateway Service provider (CGSP) Operating Manual guidelines • Contribute to the design of CNSW therapeutic group counselling programs • Facilitate group counselling programs face to face or by videoconference 		
Education and Training	<ul style="list-style-type: none"> • Assist with the planning and delivery of carer sensitivity workshops for counsellors who are contracted through the Carer Gateway Counselling Program • Assist with the planning and delivery of carer education and training programs offered by Carers NSW 		
Liaise with Service Providers	<ul style="list-style-type: none"> • Network and liaise with counselling agencies and private counsellors to assist carers in accessing face-to-face counselling in their local area • Liaise and build relationships with appropriate service providers in order to partner with for therapeutic group work opportunities 		
Documentation and Computer Work	<ul style="list-style-type: none"> • Enter required information accurately on the data base in accordance with minimum data collection requirements • Collect data and keep records in accordance with any legislated mandatory reporting and privacy laws • Complete all relevant paperwork for each client contact • Create and maintain client files 		
Support and Supervision	<ul style="list-style-type: none"> • Participate in regular role work supervision with the Team Leader, Intake & Assessment or Senior Counsellor • Participate in individual and group clinical supervision • Debrief with peers, the Team Leader, Intake & Assessment or Senior Counsellor where appropriate 		

	<ul style="list-style-type: none"> • Undertake performance reviews with the Team Leader, Intake & Assessment
Team work	<ul style="list-style-type: none"> • Attend staff, unit and other meetings as required • Support volunteers who assist in the work of the unit • Assist in cross-unit project activity • Assist with the general operations of the organisation
Professional development	<ul style="list-style-type: none"> • Attend relevant group seminars and training sessions • Develop individual program for professional development in consultation with Team Leader, Intake & Assessment or Senior Counsellor, if appropriate to specific project objectives
Quality Improvement	<ul style="list-style-type: none"> • Demonstrates ongoing commitment to the Vision, Mission, Values, Strategic Plan, and Business Plan • Understanding and commitment to continuous improvement processes • Understanding of and compliance with Carers NSW Policies and Procedures • Undertakes quality improvements to ensure policies and processes are best practice for quality outcomes to be achieved • Compliance with all other legislative requirements
Diversity & Inclusion	<ul style="list-style-type: none"> • Has the capacity and understanding to work with and support diverse populations • Recognises the rights of others and respects difference in all its forms • Is committed to social justice and social inclusion • Values diversity as a strength and positively utilises diversity
Work Health and Safety	<ul style="list-style-type: none"> • Understanding and compliance with all relevant WHS legislation • Take reasonable care to protect your health and safety and the health and safety of others. • Report all safety hazards, incidents, near misses and injuries • Maintain a clean and orderly work area • Actively participate in safety improvement activities
Selection Criteria	
Essential qualities	<ul style="list-style-type: none"> • Qualified counsellor, psychotherapist or social worker for relevant service modes with qualifications recognised within Australia • Accredited with a relevant Australian professional association, Australian Counselling Association, Psychotherapy and Counselling Federation of Australia or Australian Association of Social Workers • Minimum of 3 years demonstrated counselling experience. • Demonstrated ability to design, plan, deliver and evaluate group work programs • Understanding of and commitment to ageing, disability carer issues. • Knowledge of community services and other programs relevant to carers. • Demonstrated knowledge of Mandatory Reporting and Privacy requirements • High level organisational skills, including time management • Excellent computer and administrative skills, including experience using databases • High level written and verbal communication skills • Ability to work within a team environment
Desirable Qualities	<ul style="list-style-type: none"> • Demonstrated experience in telephone counselling support work • Experience in working with children and young people

I have read and understand the requirements of this role as described in this document

Employee Signature

Date