

# yourtown Position Description

yourtown – Human Resources – All Sites



<b>Job Title:</b>	Counsellor (KHL NSW)
<b>Position ID:</b>	New
<b>Location:</b>	Blacktown, NSW
<b>Division/Programme:</b>	Client Services / Virtual Services
<b>Immediate Manager:</b>	Kids Helpline Supervisor
<b>Direct Reports:</b>	Nil
<b>Bipers Class, Grade:</b>	This position commences on Class 50, Grade 6 and progresses through to Class 51, Grade 7
<b>Motor Vehicle Provided:</b>	Pool vehicle available for work purposes if required
<b>Limit of Authority:</b>	N/A
<b>Uniform:</b>	Elective
<b>Practice Supervision:</b>	Monthly
<b>Compliance Requirements:</b>	Working with Children Check Clearance – NSW Satisfactory National Criminal History Police Check

## Background

**yourtown** is a charity with services young people can access to find jobs, learn skills, become great parents and live safer, happier lives.

Our mission is to enable young people, especially those who are marginalised and without voice, to improve their quality of life.

**yourtown** is a national child safe organisation employing a diverse workforce across Australia. All employees are to ensure their performance and behaviour does not detract from the principles of **yourtown's** mission and values, and those contained in the National Framework for Child-Safe Organisations.

## Purpose of the Position:

To provide professional counselling services within **yourtown's** organisational and clinical framework to clients accessing Kids Helpline.

## Responsibilities/Duties:

May include, but are not limited to:

- Deliver high quality, client centred and strengths based counselling services in line with **yourtown's** operational guidelines, benchmarks and priorities:
  - Deliver services across a range of modalities including but not limited to telephone, web and email to children and young people aged 5-25 years.
  - Treat callers and colleagues in line with **yourtown** values, policies and procedures, particularly in relation to service delivery

- Respond to client presentations:
  - Adhere to **yourtown's** counselling skills model and therapeutic framework and adherence to the **yourtown** Ethical Standards including professional boundaries
  - Provide appropriate client centred counselling practices including assessment, crisis intervention, case management and referral
  - Work within all relevant policies and procedures including child protection, suicide prevention, confidentiality, privacy, duty of care, mandatory reporting, case noting and data collection and other components of service delivery.
  
- Meet organisational priorities within a high availability service:
  - Maximise response to all service contacts by completing training across all modalities including phone, web and email as required and in line with service demand
  - Meet specified operational benchmarks in line with service standards within a high volume high response environment
  - Ensure that all data is entered accurately and within specified timeframes to comply with all contractual key performance indicators.
  
- Commitment to ongoing professional development through:
  - Active participation in clinical practice and shift supervision sessions
  - Be open to ongoing feedback and learning from various stakeholders
  
- Successful completion of **yourtown's** 'Supervision Training and Evaluation program' (STEP), and all subsequent training and supervision requirements
- Demonstrate professional conduct, behaviour and communication that is line with **yourtown's** Values and Behaviours
- Be accountable and responsible for understanding the requirements of your position and achieving performance expectations of the role
- Participate in and meet the requirements for Practice Supervision and Client Skills Training
- Participate in other duties as may be required in order to achieve efficient and effective **yourtown** services
- Participate in and meet the expectations as agreed pursuant to the Organisational Performance System processes
- From time to time you may be required to assist in other locations. You may also be required to travel intrastate, or interstate, as required.

### **Selection Criteria:**

#### *Essential Knowledge, Skills, Abilities:*

1. Bachelor level degree in Psychology, Social Work, Counselling, Human Services or other relevant discipline.
2. Minimum of 1 year counselling experience, or other related experience in working with young people

3. Ability to work a range of shifts across a service that spans between 8am to midnight, 7 days a week, providing flexibility and resilience and to work within a rostered shift environment
4. Demonstrated understanding of social, cognitive, developmental and mental health issues confronting children, young people and their families.
5. Demonstrated ability of, or capacity to acquire, telephone and online counselling skills as practiced by **yourtown**.
6. Knowledge of, or the ability to rapidly acquire, counselling theories and the strengths and limitations of the telephone and online mediums for counselling.
7. Demonstrated high level of commitment to the principles of client centred practice, empowerment and confidentiality
8. Demonstrated high level understanding of professional boundaries and ethics.
9. Demonstrated ability to meet KPI's and performance expectations within a high availability, high volume service environment.
10. Demonstrated skills in effective interpersonal communication, including well developed written communication skills.

**Requirements:**

The successful applicant must at all times:

- Comply with the relevant state or territory requirements for working with children
- Maintain a satisfactory National Criminal History Check
- Demonstrate professional conduct, behaviour and communication that is in line with **yourtown's** Values and Behaviours.

Brendan Bourke

Head of Client Services  
Name



Head of Client Services Signature

23/12/2019

Date

Employee's Name

Employee's Signature

Date

*(In signing and reading this position description, I understand and acknowledge its contents)*

Date Position Description last reviewed: **December 2019**