



Position Description

Revised: March 2020

Position Title: Dementia Counsellor
EFT: 1.0
Department: Client Services
Location: Various

Position reports to: Team Leader, State Manager, Manager, Client Services
Position supervises: NA

Purpose of Position:

Our Counselling professionals will contribute to the achievement of the strategy through the delivery of a range of specialist services ensuring positive outcomes for clients who are living with dementia and their carer.

The purpose of this position is to provide supports to people living with dementia, their families and carers to enhance their quality of life through the provision of individual, group or family counselling, and other related activities. The position promotes wellbeing and builds self-efficacy through face to face, telephone, or online counselling and innovative service responses.

Position Objectives and Responsibilities

Service Delivery

- Provide dementia specific counselling for people living with dementia, their families and carers through individual, group or family counselling in accordance with specified protocols
- Provide information about dementia, available services, community and family education and resources to people living with dementia, their families and carers.
- Identify alternative services and supports needed by people living with dementia and their families and carers and make appropriate internal and external referrals as required
- Ensure consumer directed services are delivered from an enablement perspective, empowering clients and focusing on the needs and rights of the person living with dementia and their carers.
- Screen and assess clients to ensure that appropriate and timely services are received.
- Establish links, collaborate and develop close working relationships and referral pathways with internal and external stakeholders.
- Provide information and education sessions to service providers and community members aimed at enhancing knowledge and skills within the sector and the general public and actively promoting Dementia Australia services
- Participate in and contribute to qualitative and quantitative evaluation of innovative service models, planning and development.

	<ul style="list-style-type: none"> • Facilitate delivery and evaluation of group counselling programs sessions for people living with dementia and their carers and families in accordance with program guidelines and workplan • Deliver the full range of other Client Services programs as required. • Attend and actively participate in staff supervision and professional development aimed at continually improving quality service provision and maintaining professional knowledge and skills.
<p>Operational Administration and Documentation</p>	<ul style="list-style-type: none"> • Contribute to the creation of a positive organisational culture. • Ensure timely and accurate management and documentation of client information. • Utilise prescribed databases for the recording of client information and to report outputs to meet funding agreements in line with professional, legal and organisational standards. • Prepare reports on activities, progress and outcomes as required by General Manager, Client Services
<p>Team Work and Communication</p>	<ul style="list-style-type: none"> • Provide insights and share knowledge with Team Leaders, State Managers and the General Manager on opportunities for continuous improvement, reduction of risk and unmet need for PLWD and their carers. • Develop strong local and national team relationships, fostering positive relationships with Dementia Australia colleagues and across departments. • Collaborate with other team members to ensure integrated and coordinated approaches to addressing client needs. • Work collaboratively with members of the Client Services team to initiate, develop, promote and evaluate counselling and support service models for people living with dementia, their families and carers • Act as a consultant to service providers by providing and promoting other Dementia Australia education, training and service opportunities to build capacity of the service sector. • Promote an awareness of the needs of people with dementia, and their carers from special needs groups and develop culturally appropriate service strategies to meet individual needs and improve service access. • Participate, as required, in peer support activities with colleagues and new employees • Participate in other team projects/activities relevant to the position
<p>Organisational Responsibilities</p>	<ul style="list-style-type: none"> • Communicate and act in ways that are consistent with the organisation's values. • Support and promote the work of the organisation, maintaining a positive image of the organisation. • Apply and uphold the principles of a respectful, inclusive and diverse workplace, free from discrimination, harassment or bullying.
<p>Policies and Procedures</p>	<ul style="list-style-type: none"> • Adhere to, and comply with organisational policies, processes and procedures, using appropriate systems where required. • Model the organisation's values, play a role in raising the profile of these values and associated behaviours across the organisation. • Demonstrate a strong commitment to a quality culture, implementing standards of excellence and a continuous improvement business focus

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- Support and promote a strong safety culture by ensuring all work activities are performed in compliance with the organisation's Work Health and Safety Policy
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Qualifications:

Tertiary qualifications in an appropriate specialty area such as Psychology, Social work or Counselling.

Skills and Knowledge:

- Registration with, or eligibility for membership of, a relevant professional body or association (e.g. Australian Health Practitioner Regulation Agency, Australian Counselling Association, Australian Association of Social Workers or Psychotherapy and Counselling Federation of Australia)*
- Extensive counselling experience*.
- Knowledge and understanding of the impact of the diagnosis and progression of dementia on the person and their family.*
- Experience in the delivery of educational information and group programs.*
- Skills and experience in completing psycho-social assessments
- Demonstrated skills in liaising with service providers
- Excellent interpersonal and communication skills (written, verbal, presentation skills etc.). *
- Well-developed case note, record keeping and report writing skills.*
- Demonstrated capacity to deliver high quality presentations across a diverse community. *
- Knowledge and understanding of the Aged Care and Disability Sectors.
- Sound competency with Microsoft Office applications

* Key selection criteria

Conditions of Employment:

- A six month qualifying period applies to all new incumbents.
 - Salary packaging is available.
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Additional Requirements:

The (prospective) employee will be required to:

1. Maintain a current driver's licence in the relevant state.
 2. Provide evidence of entitlement to work in Australia, the maintenance of such entitlement being critical to continuance in the role.
 3. Undertake a Police Check or other relevant checks in accordance with legislation prior to being offered the position.
 4. Be flexible in work hours at times to meet the reasonable demands of this position.
 5. Be willing to undertake travel as may be required with the position.
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Signatures:

The employee's signature indicates:

- that the employee has read, understood and accepted this Position Description.
- that the employee is not aware of any condition (physical or psychological) which may negatively impact on his/her ability to carry out the duties as described.

Employee:

Name: _____

Date: _____

Manager:

Name: _____

Date: _____