



Health & Wellbeing at Work

Position Description – Counsellor

Employment type	Part-time
Reporting to	Senior Counsellor
Direct reports	N/A

OzHelp the Organisation

OzHelp is a leading provider of wellbeing programs nationally and specialises in mental health and suicide prevention. OzHelp engages with businesses and workers to:

- optimise their resilience
- increase their willingness and ability to seek support when they need it
- increase their willingness and ability to offer supports to others

OzHelp does this by delivering ground-breaking, online screening and educational tools, backed up by real-time supports via phone or face-to-face workplace health and wellbeing awareness, screening and support accessible to workers nation-wide regardless of remoteness.

Position Purpose

Provide counselling and support services to individuals, and families as required.

Contribute to improved clinical governance, safety and quality of OzHelp services.

Responsibilities

- Manage counselling case load and client notes (working within a time allowance of 15 minutes of note taking time for every hour of counselling conducted)
- Liaise with the Service Delivery Director and Senior Counsellor and maintain professional documentation and administrative systems according to OzHelp requirements.
- Maintain ethical and professional standards in the management of clients including confidentiality and duty of care.
- Remain abreast of professional trends and literature relevant to provision of best practice counselling and client support.
- Assist the Service Delivery Director with the development and maintenance of quality processes in relation to counselling support services.
- Liaise regularly with the Senior Counsellor on strategies for the continual improvement of OzHelp support and counselling services.
- Maintain regular professional supervision and ongoing professional development (OPD) as required by professional counselling membership and OzHelp supervision policy.
- If required, provide internal practice supervision for support staff in accordance with the OzHelp Supervision Policy.

Deliverables

Ensure a customer service perspective is reflected in all aspects of the counselling practice.

In conjunction with the Service Delivery Director and the broader team, work to engage and build value through quality services and programs through the provision of timely, relevant and contemporary practice in the design of OzHelp's products, programs and services.

Stakeholders

Senior Counsellor, Field Support Workers, Service Delivery Director

Selection Criteria

Qualifications	<ul style="list-style-type: none"> • Tertiary qualifications in a relevant discipline (social work, psychology or counselling) and relevant experience. • Professional association membership with ACA (minimum Level 2) or PACFA (minimum provisional membership with eligibility for level 2 ACA). • Current relevant State/Territory Driver Licence.
Industry experience & knowledge	<ul style="list-style-type: none"> • Demonstrated ethical and professional approach to practice and knowledge of current theories, practice and literature in individual and family counselling. • Current documented record of practice supervision. • Ability to articulate and reflect upon personal and professional practice and values. • Understanding of the construction industry (or other relevant industry) is desirable.
Capability experience & knowledge	<ul style="list-style-type: none"> • Demonstrated ability to manage and maintain professional client notes and records. • Demonstrated counselling experience with individuals and families. • Demonstrated experience in working with multidisciplinary teams. • Ability to work independently, manage time well and to be able to be flexible around working times.
Skills	<ul style="list-style-type: none"> • Excellent skills in written, oral and interpersonal communication. • Strong data entry skills and note taking.
Technology skills	<ul style="list-style-type: none"> • Use of counselling appointments booking database. • Strong skills across the Microsoft Office Suite.

Approved by

Employee

Signature		Signature	
Name	Jenny Permezel Service Delivery Director	Name	
Date	January 2020	Date	