

<b>Position Title</b>	Therapeutic Counsellor
<b>Program Area</b>	Gamblers Help Southern (GHS)
<b>Reports to</b>	Program Manager Mental Health, Child, Youth & Family

### POSITION SUMMARY

#### Department Overview

Therapeutic Counsellors (TC) provide direct contact hours with clients ensuring effective, appropriate counselling interventions and care coordination for GHS clients, utilising a harm minimisation approach to assessment, treatment and clinical care coordination. The role includes delivery of a combination of direct client service, and indirect service hours, with some community engagement activities.

Each therapeutic counsellor is expected to apply evidence-based interventions, and must adhere to the model of care which is underpinned by harm minimisation of treatment and prevention of problem gambling,

Gamblers Help Southern (GHS) operates from multiple sites across the southern metropolitan region you will need to be able to demonstrate self-motivation and the ability to work independently, and as a member of a team. Therapeutic Counsellors need to be able to work with diverse and complex clinical presentations, including comorbid gambling with mental health disorders including depression, anxiety and other conditions.

#### About Gamblers Help Southern

Gambler's Help Southern (GHS) has been a program of Connect Health & Community since 1995. It offers a range of confidential, free services aimed at preventing or reducing the negative impacts of gambling related harm on individuals, families and the community. The program is funded via the Victorian Responsible Gambling Foundation (VRGF) and includes the following services:

- Therapeutic Counselling
- Financial Counselling
- Community Engagement
- Venue Support

GHS aims to minimise the individual personal, health, social and financial harms that arise from gambling, and improve individual and community capacity to reduce gambling related harm.

#### About this role

The position will:

- Assist individuals, families and affected others to manage gambling-related harm
- Assist individuals, to reduce or stabilise gambling behaviours
- Support individuals to maintain positive behaviour change post-counselling
- To contribute to the achievement of organisational, program and personal targets and KPI's
- Participate in the Self-exclusion program

Connect Health & Community recruitment and selection procedures reflect our commitment to the safety and wellbeing of all our clients and being an inclusive and diverse workplace.

**ROLE OBJECTIVE**

The objectives of therapeutic counselling are to:

- Assist individuals, families and affected others to manage gambling-related harm
- Assist individuals, to reduce or stabilise gambling behaviours
- Support individuals to maintain positive behaviour change post-counselling
- To contribute to the achievement of organisational, program and personal targets and KPI's
- Participate in the Self-exclusion program

**Universal Responsibilities of all employees:**

- Promote activities and programs in accordance with Connect Health & Community Vision and Purpose.
- Model, and promote Connect Health & Community Values in the workplace.
- Adhere to Connect Health & Community Code of Conduct, ensuring professional conduct and confidentiality is maintained at all times, Equal Opportunity principles are followed at all times and undertake and promote safe work practices and procedures in accordance with Connect Health & Community Policy.
- Comply with all legislative requirements relevant to the position, policies, procedures, systems and processes of Connect Health & Community and other external stakeholders.
- Connect Health & Community are committed to the safety and wellbeing of children and young people.
- Intellectual Property remains the sole property of Connect Health & Community, unless otherwise authorised and confirmed in writing.

**INTERNAL AND EXTERNAL RELATIONSHIPS**

Internal working relationships include:

- Chiefs
- Program Managers
- Senior Practitioners
- Staff and Volunteers

External working relationships include:

- Victorian Responsible Gambling Foundation
- Government Agencies
- Sector Networks and Members
- Victorian Health Care Association
- Other Community Health Centres and NGOs

**POSITION SPECIFIC RESPONSIBILITIES**

Individual Key Performance Indicators:

- 85% Productivity (constructed of direct, and indirect counselling hours)
- 15% Organisational Time
- Contribute to program KPI's as outlined in Gambler's Help Program Guidelines

**Counselling**

1. Provide assessment, treatment and case management to people with problem gambling issues, and their family members, and affected others.
2. Prepare and maintain regular case management electronic file notes (on the GH Connect client management system), write letters and reports where required.
3. Participate in regular individual and group supervision provided by GHS.
4. Use relevant electronic data systems, including electronic diary and statistical data.
5. Participate in team meetings, workshops, professional development and training.

6. Be familiar with existing policies, procedures and organisational practices and contribute to their on-going development.
7. Participate in research, data collection and quality assurance activities.
8. Participate in programmatic administrative and planning activities.
9. Where appropriate participate in other aspects of the Gambler's Help Program and/or as directed by GHS management.

**Intake**

1. Participate in the intake backup roster
2. Conduct comprehensive initial biopsychosocial assessment of clients over the phone.
3. Register new clients into the electronic GH Connect system.
4. Allocate appointments for counsellors and financial counsellors using electronic diary systems, in consultation with the Program Manager.
5. Provide information to callers and refer them to other services when appropriate.
6. Follow up referrals.
7. Attend to ongoing queries of registered clients (e.g. cancelling appointments)
8. Effectively communicate about intake issues with other colleagues involved with intake duties.

**OPERATIONAL RESPONSIBILITIES**

1. Ability to clearly document processes and provide effective and timely reporting on programs, initiatives and activities.
2. Ability to work in a multi-disciplinary team environment.
3. Ability to contribute to ongoing program development.
4. Ability to represent GHS competently and confidently in public settings.
5. Flexibility and commitment to learning and development.

**GENERAL RESPONSIBILITIES**

1. Commit to the transition of Connect Health & Community towards a contestable market environment where funding for service provision will be changeable and evolving
2. Meet performance expectations and mitigate the risk that under performance will have to contract obligations and stakeholder expectations
3. Promote activities and programs in accordance with Connect Health and Community strategic plan 2016-19
4. Contribute to team activities that are in line with the Prevention and Health Promotion Strategy and participate in training as required.
5. Participate in working towards continual quality improvement within the business
6. Promote awareness to the community that Connect Health & Community encourages consumer, carer and community participation at all levels of the organisation
7. Participate in staff meetings and other organised activities such as quality improvement programs.
8. Undertake other duties as directed.

**KEY SELECTION CRITERIA****Qualifications, Key Skills, Competencies and Personal Attributes**

1. Knowledge and experience in therapeutic treatment for addictive disorders and other mental disorders, with particular reference to problem gambling.
2. Experience in community based counselling and treatment services for individuals, couples and families presenting with multiple issues.
3. Skills in clinical case management, liaison and developing referral networks.
4. Excellent organisational and time management skills. .
5. Ability to work independently and in a team environment.
6. Excellent written and verbal communication skills.

7. Ability to contribute to ongoing program development.
8. Well-developed computer skills, particularly with Microsoft Office applications, computerised diary systems and relational databases.
9. Flexibility and commitment to learning and development will be highly regarded.

**Mandatory requirements:**

- Current Victorian Driver's Licence
- Current Police and Working with Children Checks
- Evidence of COVID-19 Vaccination Status

**Qualifications:**

- Must have a relevant Counselling qualification
- Professional Registration

**Assessment**

Within the context of the role described above, the ideal applicant will be someone who has the following key capabilities:

- **Supports strategic direction**  
Proven high-level ability to analyse situations and propose creative solutions, particularly in relation to communications and marketing.
- **Achieves results**  
Demonstrated ability to prepare effective and tailored materials for communications and marketing projects and to monitor and evaluate their implementation.
- **Supports productive working relationships**  
Demonstrated high level communication, both written and oral and consultation and negotiation skills with proven ability to liaise with senior executives and the staff within the organisation.
- **Displays personal drive and integrity**  
Proven ability to act independently to meet project goals within identified deadlines and budgets.
- **Communicates with influence**  
Knowledge of contemporary communications and marketing best practice, and experience in implementing communications and marketing strategies in practical situations.

**PERFORMANCE APPRAISAL**

A professional review shall be conducted 6 months after commencement of appointment and 6 months thereafter with the **Program Manager Mental Health, Child, Youth & Family**.

<b>Conditions of Employment</b>	
<b>Remuneration:</b>	The employee will be paid in accordance with the Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi-Enterprise Agreement 2017-2020.  Salary Packaging is available in accordance with prevailing legislation and Connect Health & Community Policy.
<b>Tenure</b>	Fixed term ending on 30/6/24.
<b>Location:</b>	Primary Location is Cranbourne and East Bentleigh. However, this position may require that you also travel to Bayside, South East Melbourne and the Frankston/Mornington Peninsula locations. Staff may be required to work at any Connect Health & Community (or partner) site.
<b>Hours of Duty/Flexibility</b>	<ul style="list-style-type: none"> <li>◆ Part Time</li> <li>◆ Working days</li> <li>◆ It is the intention that program and/or service coverage is provided across the span of Connect Health operating times, however, staff may be required to work outside of business hours as requested.</li> </ul>
<b>Probationary Period:</b>	<ul style="list-style-type: none"> <li>◆ Confirmation of new employees to Connect Health is subject to a 6 month probationary period, during which time the employee must demonstrate satisfactory capability to perform the Key Tasks and Accountabilities.</li> </ul>
<b>Pre-employment Checks</b>	<ul style="list-style-type: none"> <li>◆ Employment is contingent upon a satisfactory Police Check &amp; Working with Children Check</li> <li>◆ All employees must be either an Australian Citizen, Permanent Resident or have an appropriate Australian visa that will legally enable them to fulfil the obligations of the contract of employment.</li> <li>◆ Relevant prior service must be disclosed.</li> </ul>
<b>On-going employment Checks</b>	<ul style="list-style-type: none"> <li>◆ It is the responsibility of staff to maintain and keep up to date all mandatory Checks, related to their position at their own cost.</li> </ul>
<b>Membership</b>	<ul style="list-style-type: none"> <li>◆ You must provide Connect Health a copy of your membership of a relevant association/professional body. Registration must always be current and maintained at your cost.</li> </ul>
<b>Pre-Existing Injury/Illness:</b>	<ul style="list-style-type: none"> <li>◆ Applicants are required to sign a Pre-Employment Declaration Form.</li> </ul>
<b>Organisational, program and personal KPI's</b>	<ul style="list-style-type: none"> <li>◆ Annual organisational, program and personal KPI's will be established and will be incorporated in individual performance plans.</li> </ul>
<b>General:</b>	<ul style="list-style-type: none"> <li>◆ Management, in consultation with the staff member, reserves the right to modify this position description as required.</li> <li>◆ Connect Health &amp; Community requires declarations and personal information relevant to employment. The</li> </ul>

	collection and handling of this information will be consistent with the requirements of the Information Privacy Act 2000 ◆ Connect Health is a totally smoke free workplace
<b>Approval Date:</b>	28 April 22
<b>Revised Date:</b>	22 April 22
<b>Written By:</b>	Program Manager Mental Health, Child, Youth & Family
<b>Authorised:</b>	Chief of Services
<b>Acknowledgement:</b>	
<b>Employee Declaration:</b>	I have read, understand and acknowledge the contents of this position description.
<b>Employee Name:</b>	
<b>Employee Signature:</b>	
<b>Date:</b>	

**ORGANISATIONAL INFORMATION**

Connect Health & Community is a registered Company Limited by Guarantee operating in a quality, accredited, not-for-profit environment and governed by a Board of Directors.

Connect Health & Community incorporate key service delivery and community programs for Community Health, Commonwealth Home Support Program, Dental, Gambler's Help Southern (GHS) and Volunteers and Community Connections.

Connect Health & Community employ approximately 160 staff with an operating budget of approximately \$14.7M. Connect Health & Community has approximately 200 dedicated volunteers who assist our organisation and community. The organisation's strategic directions and organisational values are supported by our staff and volunteers and defined by behaviours, skills and attitudes.

Connect Health & Community is guided by the principles of the social model of health; holistic service provision; continuous quality improvement; community and consumer participation and the diverse social aspects of our community.

**VISION**

Healthy People, Healthy Communities

**PURPOSE**

Assisting you in meeting your health and wellbeing goals.

**VALUES****Respect**

- Treating others fairly and objectively
- Value the central role of family and community
- Freedom from discrimination, harassment and bullying

**Responsiveness**

- Meet the needs of our diverse community by providing services that are accessible and innovative, timely, cost effective, appropriate and of a high standard.
- Build an adaptive workforce to respond to changing community needs.
- Minimise barriers for people, especially vulnerable communities.

**Accountability**

- Accepting responsibility for decisions and actions
- Best service value with public funds
- Providing services professionally and to the highest ethical standards
- Acting in a transparent manner

**Collaboration**

- Working with people and communities to deliver quality, accessible integrated service
- Actively involve the community to achieve people-centred service
- Joint communication and decision making treating all clients, staff and the community with care, dignity and understanding
- Provide a supportive and safe work environment for all voluntary and paid staff

**Responsiveness**

- Meet the needs of our diverse community by providing services that are accessible and innovative.