

Central Coast Community Women's Health Centre Ltd.

Position Description Counsellor/Group Worker- Wyoming

Employment Status	Permanent Part time – 19.5hrs Tuesdays, Wednesdays and Thursdays 9.00am-4.00pm
Grade	Level 5 SCHADS Award
Reporting To	Counselling Team Coordinator
Date Prepared	28 March 2022
Updated	16 June 2022

Position Purpose

The vision of the CCCWHC is 'A feminist health centre of excellence enabling Central Coast women access to holistic health care'.

This contract position is to be one of a team of three counsellors at the CCCWHC that provides assessment, referral, crisis and short-term counselling and group work services to clients.

The position reports to the Counselling Team Coordinator. The worker will be based at the Wyoming Centre on Tuesdays and the Woy Woy centre on Wednesdays and Thursdays, but may also be required to work from the Wyong centres at times. While the position focuses on counselling and group work it also includes intake and crisis support, advocacy, resourcing, case management, networking, community education and social action.

CCCWHC operates from a feminist perspective which recognises and identifies ways in which women's wellbeing is specifically influenced and impacted by a broad range of social, cultural, economic and biological factors. The Counsellor/Group Worker will have a demonstrated commitment to women's health, primary health care, holistic health practices and feminism.

Specific responsibilities

The position is responsible, in line with best practice, CCCWHC policy and procedure, to ensure an efficient and effective short to medium term counselling service and group program that provides the best outcomes for individual women and meets the objectives of the organisation.

The position will assist with the development of the organisational group program for each term (annual and quarterly planning and programming).

There are human resource, administrative, data entry, data management and reporting tasks associated with the role and the position also includes, where time permits, a range of other work practices such as networking, community education and social action.

KEY TASKS	KEY PERFORMANCE INDICATORS
Counselling	
<ul style="list-style-type: none">• Provide short to medium term counselling sessions for women on a range of issues including anxiety, depression, domestic violence, sexual assault, relationships, stress, emotional health and others	<ul style="list-style-type: none">• Provide a minimum of 225 counselling sessions per year• Adhere to CCCWHC counselling policy and procedures
Group Work	
<ul style="list-style-type: none">• Develop, facilitate and evaluate therapeutic groups as agreed by the team and identified by the annual planning processes e.g. boundaries, self-esteem, domestic violence, anxiety, relationships, emotional eating• Develop, facilitate and evaluate educational workshops as agreed by the team and identified by the annual planning processes e.g. boundaries, relationships, self-esteem	<ul style="list-style-type: none">• Provide a minimum of three therapeutic groups per year• Provide a minimum of one educational workshops per year• Adhere to CCCWHC group policy and procedures
Assessment, Referral and Crisis Counsellor (ARCC) Support	
<ul style="list-style-type: none">• Provide back-up intake for the ARCC role as required, rotated with the other counsellor/group workers, for when the ARCC position is on leave or away at meetings• Assist ARCC with specific clients that ARCC needs assistance with, as requested	<ul style="list-style-type: none">• Provide back-up intake for ARCC position when requested• Assist ARCC with clients as requested• Adhere to intake assessment and referral procedures as outlined in CCCWHC policy and procedure
Case Management	
<ul style="list-style-type: none">• Provide limited case management support to individual women as required	<ul style="list-style-type: none">• Provide case management support to a maximum of two women at any one time
Advocacy	
<ul style="list-style-type: none">• Identify and implement strategies to advocate on behalf of women reporting back through team meetings.• Attend events and networking opportunities relevant to women’s health e.g. IWD events, forums and meetings• Attend interagency meetings relevant to women’s health, as determined at annual planning or at workers meetings	<ul style="list-style-type: none">• Participate in planning and implementing a minimum of 1 advocacy activity for a group of women per annum.• Attend a minimum of two events per year relevant to women’s health• Attend a minimum of one interagency on a regular basis

Community Education/Information, Networking and Social Action	
<ul style="list-style-type: none"> • Identify, develop and maintain community partnerships, reporting back through workers meetings • Assist in the planning of and participate in CCCWHC social action strategies and celebrations as agreed at annual planning, e.g. IWD, Day of Action Against Sexual Assault, Women's Health Week and 16 Days of Action • Assist with opportunities that inform the community on feminist practice and promoting the CCCWHC as a feminist centre of excellence. • Keep abreast of resources relevant to women's health and bring to the attention of the team • Assist in keeping resources of the centre up to date 	<ul style="list-style-type: none"> • Identify and develop a minimum of one new partnership per year • Assist in the planning of a minimum of one social action strategy or celebration per year • Assist in identifying and participating in a minimum of two such opportunities a year • Bring a minimum of two resources per year to the attention of the team • Assist in ensuring that Centre resources are kept up to date i.e. pamphlets, brochures, noticeboard
Volunteer Support/Student Supervision	
<ul style="list-style-type: none"> • When arranged through agreement, provide supervision to students and volunteers at Wyoming 	<ul style="list-style-type: none"> • Volunteers and Students are supported in compliance with CCCWHC policies and procedures.
Administration and Programming	
<ul style="list-style-type: none"> • Maintenance of client records • Data collection - Input data relevant to counselling and groups into the database according to set guidelines • Input all evaluation results into electronic systems established for this purpose • Participate in annual planning, programming, team meetings and any other meetings deemed relevant to the organisation and the worker and determined as annual planning or staff meetings. • Assist in quality improvement of administration processes relevant to assessment, referral, counselling and groups 	<ul style="list-style-type: none"> • 100% of client records are maintained in accordance with legislative requirements and CCCWHC policy and procedure • 100% of data is entered into the database according to established procedures by the end of every month • All evaluation results are entered into the electronic database by the end of every month • Participate in annual planning every year • Participate in 80% of staff meetings over a year • Participate in programming meetings • Participate in 100% of quality improvement processes relevant to assessment, referral, counselling and groups

<ul style="list-style-type: none"> Preparation of online and paperwork required for counselling and groups 	<ul style="list-style-type: none"> 100% of online and paperwork for counselling and groups is prepared ahead of time and ready for the appropriate session
Professional Development	
<ul style="list-style-type: none"> Participate in monthly line supervision Participate in both group and individual monthly clinical supervision Attendance and participation in Centre meetings: e.g. team meetings, staff meetings (the broader CCCWHC team) and other internal sub-committees as identified through annual planning processes 	<ul style="list-style-type: none"> Attend 80% of monthly line supervision sessions over a year Attend 80% of monthly clinical supervision sessions over a year Attendance at 80% of workers meetings, team meetings and any other meetings.
Continuous Quality Improvement	
<ul style="list-style-type: none"> Commit to Quality Improvement Processes, meeting industry standards and comply with the organisation's regular review processes, monitoring and/or accreditation. Ensure quality processes are incorporated into all aspects of work 	<ul style="list-style-type: none"> Participation in development and implementation of agreed QIP measures. Identification of a minimum of one new QIP per year. Implementation of 95% of new identified quality improvement processes.
Workplace health and Safety	
<ul style="list-style-type: none"> Comply with workplace health and safety policy and procedures. Comply with COVID policy and procedures as currently set out and as updated Report and respond to incidents within your scope of responsibility 	<ul style="list-style-type: none"> Comply with 100% of WHS requirements. 100% compliance with COVID policy and procedures Incidents are reported, actioned and remediated.
Policy and Procedure	
<ul style="list-style-type: none"> Read and understand and adhere to CCCWHC Policy and Procedure Participate in development and review of centre policies for assessment, referral, counselling and group's service area and support continuous improvement and service excellence. 	<ul style="list-style-type: none"> 100% adherence to CCCWHC policies and procedures. 100% participation in policy review process for your identified service area
Confidentiality and Privacy	
<ul style="list-style-type: none"> Comply with confidentiality and privacy legislation, and CCCWHC Confidentiality and Privacy Policy 	<ul style="list-style-type: none"> Comply with CCCWHC Policy 100% of the time

<ul style="list-style-type: none"> • Comply with privacy legislation and principles 	<ul style="list-style-type: none"> • Comply with legislation 100% of the time
EEO and Anti-Discrimination	
<ul style="list-style-type: none"> • Adhere to the principles of Equal Employment Opportunity and Anti-Discrimination work practices as outlined in the CCCWHC policy procedure • All workers are to abide by the CCCWHC Code of Conduct and Ethics 	<ul style="list-style-type: none"> • Apply to these principles at all times • Abide by the Code of Conduct and Ethics 100% at all times

Decision Making Authority

You are responsible for fulfilling your duties within the framework of legislative requirements and the policies and procedures of the Central Coast Community Women's Health Centre. Issues are usually resolved without reference to your immediate supervisor but matters that arise which are outside the policy framework or matters which may potentially escalate to the detriment of the service should be reported to your immediate supervisor.

Relationships

Internal

With:

1. CEO
2. Counselling Team
Coordinator
3. Counsellors, Case Managers,
Outreach Centre
Coordinators.
4. Admin staff
5. Other staff in the organisation

External

With:

1. Clients
2. External Facilitators
3. Other organisations
4. Others e.g. contractors

Selection Criteria

Essential Criteria

- Relevant Tertiary qualifications in counselling
- Registered Member of a recognised Counsellors Association
- Minimum two years industry experience providing short/medium term trauma informed counselling of clients with complex presenting issues.
- An understanding of a social model of health & how it applies to the provision of women's health within a feminist framework.
- Demonstrated ability to advocate on behalf of women, undertake appropriate referral processes and provide relevant information.
- Demonstrated ability to develop, implement and evaluate resources including group manuals and community presentations.
- Ability to develop and maintain community networks.
- Ability to maintain client records according to legislative requirements.
- Demonstrated ability to work as an effective member of a team.
- Proven administration/computer/ internet/email skills
- Completion of recognised Child Protection and Domestic Violence Training or willingness to undertake same.

Desirable Criteria

- Relevant Tertiary qualifications in group facilitation
- Minimum two years industry experience providing group work both therapeutic and, capacity and skills development.

Expected behaviours and personal attributes

- Commitment to work within feminist principles
- Represent and promote the organisation in a positive manner at all times.
- Ensure the best interests and good reputation of the organisation are paramount in all representations on behalf of the organisation.
- Foster and maintain a positive team environment – work co-operatively with all staff as part of the team
- Undertake all duties in a diligent manner, with honesty and integrity.
- Willingness to adjust hours to accommodate the needs of the job.
- Adhere to the principles of confidentiality at all times.
- Work co-operatively and independently.
- Commitment to ongoing professional development.
- To display informed affinity with the ideas, aspirations and ethics of the organisation and to identify with its purpose.
- Adhere to CCCWHC's smoke free environment policy.
- Willingness to work under Workplace, Health and Safety guidelines and adhere to grievance procedures.
- Commitment to equal employment opportunity principles with regard to all employment activities.
- Maintain Membership of CCCWHC as part of employment.
- Maintain a current drivers licence and comprehensive motor vehicle insurance on any car used for CCCWHC business activities including driving to and from the workplace.
- Provide annually a copy of drivers licence and motor vehicle insurance as part of the membership renewal process.
- Willingness to undertake National Criminal Record and Working with Children Checks.

