



Position Description

Title of the role:	Community Connect Counsellor – After Hours
Classification:	SCHADS Level 5
Schedule:	B
Program Area:	Carer Gateway Services
Location:	NSW
Reports to:	After Hours Community Connect Coordinator
Last Revised:	June 2025

About Wellways

Wellways Australia is a leading not-for-profit organisation dedicated to ensuring all Australians lead active and fulfilling lives in their community. We work with individuals, families, and the community to help them imagine and achieve better lives. We advocate for change to make sure people can access the best possible care and information when they need it. We provide a wide range of services and assistance for people of all ages with mental health issues, disabilities, and those requiring community care.

Wellways is an equal opportunity employer that offers generous salary packaging and opportunities to undertake professional training and development. People with lived experience, Aboriginal and Torres Strait Islander people, and people from culturally and linguistically diverse backgrounds bring highly valued skills to our workforce.

Our Values

Honesty:

- We are open and sincere in all interactions
- We show compassion and consideration to all our stakeholders
- We take responsibility for our actions

Acceptance

- We champion and respect all voices and choices
- We accept people no matter how complex their needs
- We see the person, the family and the community

Fairness:

- We believe everyone has the right to equal opportunities
- We challenge social injustice and advocate for change
- We collaborate to solve problems

Commitment:

- We are committed to our work and we won't give up
- We have the courage to make decisions and are accountable for our actions
- We dare to go down new roads and challenge accepted wisdom

Participation:

We promote participation and transform lives and communities

We value the expertise and contribution of everyone we work with

We build knowledge and lead conversations

Our approach to service delivery

Our recovery services are guided by our values and informed by our Well Together Model. This approach means we work at 3 levels, with the individual, with their families and friends and with the community. Well Together recognises that developing skills, building confidence and strengthening relationships will help people to recover and to live independently. The model provides an evidence-based approach to create individually tailored, effective recovery support packages. Wellways assists individuals to develop the capacity to manage their own wellbeing, equip family and friends with information and skills, and engage community members in support networks.



Advocacy Services

We have a strong advocacy program, informed by the lived experience of people with mental health issues or disability, their families and friends. Members of Wellways play a vital role in developing our advocacy platform. We advocate for systemic change that will create better conditions and improved opportunities across the range of services and supports we offer, including people and their families living with mental health and / or disabilities, and carers.

All our recovery services and advocacy programs:

- Support and create opportunities for recovery
- Value cultural diversity
- Value peer participation and leadership (participant and carer)
- Are underpinned by evidence-based best practice

Position Summary

The Afterhours Community Connect Counsellor position works as part of a multidisciplinary team supporting carers who contact the Carer Gateway Service after hours who may be experiencing sudden and significant changes in their caring role. The purpose of this position is to support carers via phone experiencing emotional distress between the hours of 8pm-8am Monday – Friday, 24 hours Saturday, Sunday and Public Holidays on a rotating roster. The Counsellors receive inbound and outbound calls to support family carers with therapeutic support, coping strategies, activation of care and/or safety plans. The service is not a crisis line, and the position is expected to assist with a warm referral/transfer to a crisis support service.

This role reports directly to Afterhours Community Connect Coordinator, and key responsibilities of the role include:

- Utilising expert knowledge to deliver effective carer counselling services with the flexible application of evidence-based clinical therapies including Rogerian and CBT
- Managing external stakeholder relationships and developing services
- Contributing to the development of and influencing community relationships to enable the delivery of counselling services to specific carer cohort groups including LGBTI community, young carers from rural and/or remote communities, CALD Aboriginal and Torres Strait Islander communities.

For these reasons it is essential the candidate demonstrate

- Excellent knowledge of In Person-Centred (Rogerian) Therapy and Cognitive Behavioural Therapy techniques and implementation
- Excellent communication skills and empathy with carers

Refer to Attachment 1 for a reference to the Wellways organisational structure.

Responsibilities

Key Functions	Key Performance Indicators
Deliver Community Connect Counselling Services	<ul style="list-style-type: none"> • Lead, monitor and review the delivery of professional client relationships • Effectively leading, implementing and communicating to carers, employees and all stakeholders the professional boundaries of the In-Person Counselling approach • Utilising expert knowledge to deliver effective carer counselling services with the flexible application of evidence-based clinical therapies including Rogerian and CBT with a small case load • Measuring counselling model effectiveness using appropriate tools and techniques • Leading the monitoring of counselling services delivery using the DASS 21

	<ul style="list-style-type: none"> • Managing Carer Surveys • Ensuring adherence to all ethical, clinical governance and legislative frameworks
Quality Drive and support the overall effectiveness of Wellways Carer Gateway Services in-person counselling model, services and activities ensuring that they reflect Wellways values, best evidence-based practice, demonstrate innovation, are evaluated and are accountable to funding bodies	<ul style="list-style-type: none"> • Managing the implementation of safe and evidence-based in-person counselling and best practice approaches • Monitoring practices and processes to ensure the quality of service delivery and data integrity • Incident reporting and management ensuring appropriate policies, practice and legislation requirements • Managing services within legislative frameworks • Managing effective counselling records management systems ensuring all clinical documentation storage adheres to Privacy Principles • Monitoring the risk profile and adhering to all work safety, child and vulnerable people protection, human rights, privacy and health records legislative requirements
Participate in clinical supervision	<ul style="list-style-type: none"> • Participate in formal clinical supervision, professional development, and performance development review frameworks • Ensure Wellways values are reflected in all interactions with people and organisations
Advocacy Ensuring active intervention in health promotion and advocacy	<ul style="list-style-type: none"> • Representing Wellways in a variety of settings, including local, national and international forums • Supporting lived experience leadership and advocacy

Essential Requirements, Knowledge, Experience and Skills

Qualifications & Essential Requirements	<ul style="list-style-type: none"> • Accreditation within an Australian professional association; Australian Counselling Association, Psychotherapy and Counselling Federation of Australia or Australian Association of Social Workers - accredited ordinary member. • Experience with clinical therapies including but not limited to Rogerian and Cognitive Behavioural Therapy • Experience counselling children and adolescents • Experience in a similar role, preferably in a large and/or complex organisations • Professional indemnity insurance as part of your professional bodies accreditation • Current valid Drivers License • Appropriate IT skills • Satisfactory National Police Records Check • QLD Blue Card • Right to Work within Australia • NDIS Workers Orientation Module Certificate
Technical Knowledge and Experience	<p>Required:</p> <ul style="list-style-type: none"> • A minimum three years counselling experience in Australia • Cognitive Skills/Reflective Practice - Perceptive, intelligent and able to reason through problems and an ability to introduce improved and innovative ways of doing things. To have trust and confidence in one's own ability, listen to and consider criticism and reflect on one's actions in a balanced way. • Experience in creating, analysing, and utilising data and information to generate and develop a range of products (programs, publications, services) • An understanding and demonstrated commitment to social inclusion and diversity
Skills	<p>Leadership</p> <ul style="list-style-type: none"> • Expertise and leadership experience in development and delivery of counselling. • The ability to communicate and model a vision that generates enthusiasm and commitment • Action oriented, and able to drive innovative solutions • The ability to identify potential issues and setbacks and guide colleagues to optimise outcomes

	Communication <ul style="list-style-type: none"> Partnership, participation and negotiation - An ability to liaise, consult and negotiate effectively including an ability to encourage participation and develop effective partnerships with stakeholders. Proven ability and experience in representing organisations. Effective communication skills, verbal and written, including the ability to develop reports, funding submissions and recommendations on complex service issues, public speaking and conference presentations.
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Additional Information

This position description may be modified from time to time to reflect organisational changes. Any changes will be discussed and agreed with the incumbent.

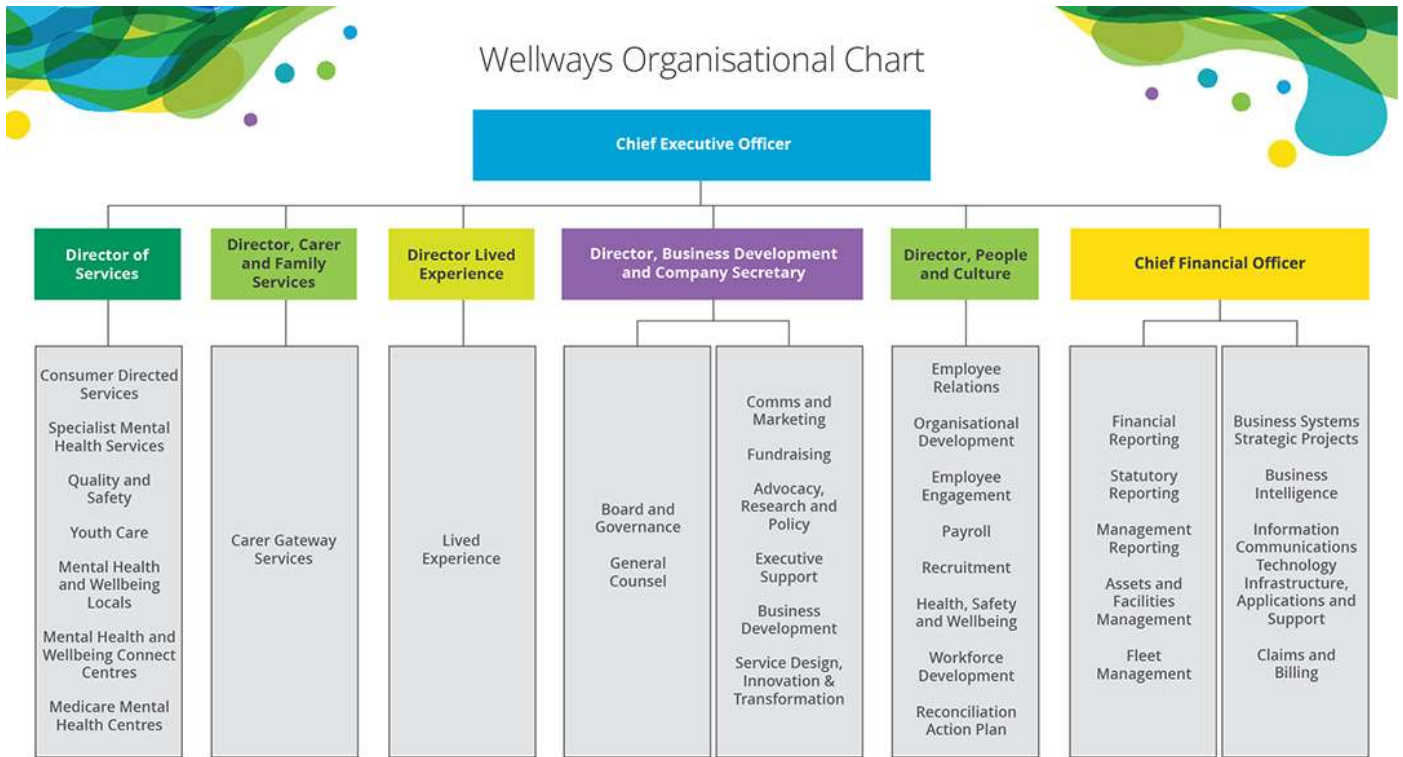
Financial Delegation: As per delegation schedule

People – Number of Directs: 0

Travel Percentage: n/a

On Call: n/a

Work hours: To be negotiated



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