



POSITION DESCRIPTION

Position: Counsellor (CISS.76)
Reports To: Counselling Service Lead
Classification: Band E

CANCER COUNCIL VICTORIA

Every year, more than 39,000 Victorians will be diagnosed with cancer, and nearly 12,000 will die from cancer. The number of cases will increase as our population grows and ages. Survival will also improve as we get better at [early detection](#) and [treatment of cancer](#).

Since our establishment in 1936, [Cancer Council Victoria](#) has developed an international reputation for our innovative work in [cancer research](#), [prevention](#) and [support](#). As an independent, not-for-profit organisation, we play a leading role in reducing the impact of all cancers on all people.

Our people work and volunteer at Cancer Council Victoria to contribute to an organisation that makes a real difference in people's lives and is valued by the community we serve. In return we are proud to foster a culture that supports individuals to reach their full potential, in an environment that reflects our values of **Excellence, Integrity and Compassion**.

DIVISION / UNIT SUMMARY

The Strategy and Support Division works directly with people, clinicians, researchers and policymakers. Our purpose is to reduce inequities and improve outcomes for all people affected by cancer, now and into the future.

Our division comprises of Cancer Information and Support Services, Research Governance and Business Operations, Cancer Strategy and the McCabe Centre for Law & Cancer.

We achieve our purpose by:

- Empowering people by delivering trusted, evidenced-based information, training and support.
- Using evidence to investigate and evaluate policies and programs to support people affected by cancer.
- Funding extramural cancer research of greatest impact and increasing investment into cancers with lowest survival.
- Influencing law and policy through advocacy, research, training and capacity building.
- Collaborating with partners in Australia and across the world to influence policy change and reduce system inequities.

The Cancer Information and Support Service (CISS) unit provides information and support services to help minimise the impact of cancer on the Victorian community. It works to empower patients by delivering dynamic, credible, personalised information and compassionate support.

POSITION SUMMARY

The Counsellor role sits within our Counselling team which is part of the Supportive Care Programs team and reports to the Counselling Service Lead. Our Counsellors are responsible for providing telephone-based psycho-social support interventions for people affected by cancer presenting with transient or issue-specific distress within the broader Counselling Service referral pathway.

RESPONSIBILITIES

Counselling Service Delivery:

- Comprehensive and demonstrated understanding of psychosocial support interventions for people affected by cancer
- Provision of telephone-delivered psychosocial interventions to people affected by cancer who are experiencing transient distress according to defined procedures and guidelines.
- Provision of onward referral to other local services and support as required
- Contribute to the training of Cancer Council staff in communication skills and distress screening.

Knowledge Building and Professional Development

- Attend training, education seminars and Cancer Council meetings to facilitate professional skills and development.
- Keep up to date with community social services, health insurance arrangements and government services for people with cancer.
- Research and access evidence-based information from approved reputable sources, including national and international scientific and medical organisations.
- Maintain ongoing knowledge through relevant professional development activities, review of journal articles, literature reviews.
- Participate in regular professional supervision

Support Programs and Research Contribution

- In collaboration with relevant Cancer Council teams, assist with the design, development, and implementation of any quality assurance and evaluation activities for the Counselling Service.
- As part of the multi-skilled team, provide input into the ongoing development of protocols and procedures for the Counselling Service. This may include literature reviews, updating training manual modules, writing protocols or facilitating training in consultation with relevant stakeholders.
- Assist with the review and update of Cancer Council Victoria literature as requested.

Stakeholder Engagement and Management

- Maintain membership in health professional and counselling associations and develop strong professional relationships with relevant internal and external stakeholders as required.

- Provide support to internal divisions to carry out their work where required, and to Cancer Council Victoria staff as directed and supported by the Counselling Service Lead and Head of Supportive Care Programs.
- Represent Cancer Council Victoria at forums within Cancer Council guidelines.
- Provide education to relevant stakeholder and community groups on the work of CISS and Cancer Council Victoria to ensure ongoing engagement and referral to our services.

Such other duties as directed and consistent with an employee's level of skill, competence and training.

KEY SELECTION CRITERIA

Essential Criteria

Qualifications, Experience, Knowledge and Skills

- Qualification in Counselling, Social Work or Psychology
- Post graduate experience in Oncology or related healthcare field
- Registration with a governing body (AHPRA, Australian Counselling Association or Psychotherapy and Counselling Federation of Australia)
- Demonstrated ability to respond to the information and support needs of people affected by life limiting illness and demonstrated understanding of the psychological impact of cancer on individuals and their significant others.
- Experience in the delivery of telephone and/or face-to-face patient counselling interventions, including use of behavioral and cognitive coping strategies.
- Willingness to participate in regular professional development and improvement of clinical knowledge and communication skills.
- Advanced communication, interpersonal skills and active listening skills, including the ability to develop and maintain working relationships with internal and external stakeholders.
- Proven organisational and time management skills with the ability to work autonomously and as part of a highly functioning team.
- Computer literate, with skills in Internet, email and MS Office suite use and data-base management experience.

Desirable Criteria

- Experience in client and/or professional education.
- Experience in telephone-based support.
- Formal communication skills training.

Special Requirements

- Non-smoker
- Right to work in Australia
- Satisfactory completion of National Police Check
- Completion of satisfactory Working with Children's check (Employee version).