

Position Description



Position Title	Counsellor	Award Level	SCHADS Level 4
Department	Family and Community Counselling Services	Status	Permanent Full Time
Location	Townsville	Direct Reports	Nil
Reports to	Manager Family & Community Counselling Services	PD Version	Oct-2021

Your Opportunity

This position is responsible to provide individual counselling to various age groups. The position will work closely with the Family and Community Counselling Services Team and other client services programs within Centacare North Queensland. Travel across the region is an expectation of this role, with the office based in Townsville

Your Employer - Centacare North Queensland

Our PURPOSE: As a social services ministry of the Catholic Diocese of Townsville, we promote wellbeing and resilience to individuals, families and communities in North Queensland.

Our VISION: Wellbeing for all.

Our MISSION: Enhancing wellbeing and resilience through respect, dignity and service excellence.

Our VALUES: ❖ **INTEGRITY** ❖ **RESPECT** ❖ **EQUALITY**
❖ **COMPASSION** ❖ **DIGNITY** ❖ **STEWARDSHIP**

Our values inform the way that our people relate to the community, those we support and to each other.

Centacare North Queensland delivers responsive, flexible and effective services to the community without regard to religion, race, culture, sexuality, gender, or economic circumstance.

We offer programs in a range of sectors, including disability, family, youth and children, homelessness, education programs, domestic violence and counselling.

Department Overview

Family and Community Counselling Services (FCCS) provides counselling to individuals, couples, children and families that focus on family and relationship issues. FCCS provides services in Townsville & Mt Isa with outreach services to Ingham, Ayr, Charters Towers & Cloncurry.

About the Position

The purpose of the position is to provide one to one counselling to individuals, couples and children. The counsellor will work with individuals affected by family relationship issues. This includes the affected individual and their immediate family. The position will work closely with the Family Relationship Services Team and other client services programs within Centacare North Queensland.

Key Responsibilities Include

- ❖ Provide counselling to families/children/individuals using approaches that are flexible and appropriate to the program requirements in line with Centacare NQ policies and procedures.
- ❖ Conduct assessments of clients and develop therapeutic goals, provide consistent, evidenced based, best practice models of counselling to meet the therapy goals.
- ❖ Work in collaboration with other team members and actively participate in case discussions.
- ❖ Manage client load in accordance with targets specified in funding and service agreements.
- ❖ Establish and maintain high level, collaborative working relationships, internally and externally, that contribute towards the achievement of organisational, program and service aims and objectives.
- ❖ Maintain comprehensive, professional, up-to-date client records and ensure confidentiality at all times.
- ❖ Actively participate in line management meetings and professional supervision.
- ❖ Prepare and maintain statistical data and provide reports to line manager as appropriate.
- ❖ Participate in program and service planning, review, monitoring and evaluation activities, to ensure efficient, effective and appropriate service provision.
- ❖ Assist with the development of policies and procedures relevant to counselling, and participate in the development of organisational policies and procedures where required.
- ❖ Maintain knowledge and understanding of the application of the legislation relevant to the program in state and federal legislation.
- ❖ Proficient in computer and confident to provide videoconference sessions.

To ensure job flexibility the role may be required to perform any other duties as nominated by Centacare North Queensland consistent with the classification descriptors detailed in the *Social, Community, Home Care and Disability Services Industry Award 2010*.

Qualifications & Experience

The Position Requires

- ❖ Relevant tertiary degree in Social Work, Psychology or Behavioural Sciences and eligibility for membership of a relevant professional association
- ❖ Highly developed written and oral communication skills, including the ability to prepare documents for case planning or advocacy purposes.
- ❖ Experience in delivering evidence-based therapeutic counselling interventions to formulate therapy plans, set goals and facilitate a positive approach in working with individuals to achieve these goals within established time frames.
- ❖ An understanding of relevant legislation and effective service delivery models and the ability to work within such frameworks. This includes sourcing and sharing up to date knowledge on research and best practice frameworks.
- ❖ Current open drivers licence.
- ❖ Current, and ability to retain, both a Working with Children Blue Card check and Disability Worker Screening/Clearance/Card.
- ❖ An ability to work in a culturally sensitive manner with Aboriginal and Torres Strait Islanders children and families and other CALD families.

Desirable

- ❖ Experience in delivering evidence-based therapeutic counselling interventions to formulate therapy plans, set goals and facilitate a positive approach in working with individuals to achieve these goals within established time frames.
- ❖ Experience in working with diverse people and communities.

- ❖ Ability to maintain comprehensive, professional, up-to-date client records and ensure confidentiality at all times.
- ❖ Establish and maintain high level collaborative working relationships that contribute towards the achievement of organisational, program and service aims and objectives.
- ❖ Confident in providing clients with appropriate and effective interventions and strategies.
- ❖ Practice according to the Professional Practice Framework and standard of the program and organisation.
- ❖ Takes responsibility for completing work on time and of a high standard.
- ❖ Creates positive interpersonal encounters with colleagues.

Employee Obligations

Work Health and Safety

Centacare North Queensland aims to maintain a safe and healthy and secure work environment for all employees, clients, visitors and contractors. Achieving this aim is a responsibility of all.

Respect in the Workplace

Centacare NQ values and respects diversity of its workforce and believes that all employees should be treated fairly and with dignity and respect. All employees must show respect for each other, visitors, the general public and contractors by treating them fairly and objectively, ensuring freedom from discrimination, sexual harassment, racial and religious vilification, victimisation and bullying. Centacare NQ is an equal opportunity employer.

Child Safe and Vulnerable People

Centacare North Queensland recognises our responsibility to ensure children's rights are protected, and contribute to a community where children can grow and reach their potential.

Our Organisational Culture will hold the safety and wellbeing of children and vulnerable people at the core of all service delivery, practices and the environment in which we deliver them. Our work environment and culture will value, enhance and adhere to the National Principles for Child Safe Organisations.

Centacare North Queensland is committed to the safety, wellbeing, inclusion and participation of children and the most vulnerable in our community will be visible in all aspects of the organisation's functioning and promoted more broadly to further such goals in the communities and regions that we work within.

Employee Acceptance

Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all-inclusive. All staff members are required to act at all times with integrity and professionalism and, within reason, can be asked to undertake tasks within their current level of competence and ability.

I have read and understand the position description and agree to carry out the duties and responsibilities outline above. I note that position descriptions are reviewed periodically and may be changed, after consultation, at any time.

EMPLOYEE:

_____ [Employee Name & Signature]

_____/_____/_____ [Date signed]

WITNESSED BY:

_____ [Witness Name & Signature – either Line Manager or HR Representative]

_____/_____/_____ [Date signed]