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| **Position Title & Level/Grade:** | EAP Counsellor  SFC Rates Level 1 and 2, CatholicCare Enterprise Agreement | | | **Department:** | | Counselling and Therapy Services | |
| **Reports to:** | Program Manager | | | **Supervises:** | | No staff | |
| **Internal Liaisons:** | The clinician is part of the broader integrated counselling team at CatholicCare. The team consists of various allied health staff including; psychologists, social workers, speech pathologists and counsellors. | | | **External Liaisons:** | | The clinician may need to liaise and communicate with external stakeholders including other community organisations. | |
| **Position Objective** | | | The role involves working in our Employee Assistance Program which provides support to employees from contracted organisations. The aim is to provide short-term therapeutic counselling to individuals and families on a range of presentations including work and personal issues.  Other duties may include onsite counselling at times of critical incidents as well as psycho-educational presentations on various topics to staff groups.  Administrative tasks include maintaining clinical records, writing relevant reports, data entry, developing fact sheets and information for organisations and other associated tasks. | | | | |
| **Key Responsibilities** | | | **Assessments and Intervention**   |  |  | | --- | --- | | * Provide an initial assessment and develop a case formulation for ongoing work. * Provide appropriate evidence informed interventions for clients seeking counselling. * Adopt a person centred framework in your daily work * Maintain and manage confidentiality while also advising clients of the limits of confidentiality. * Services are provided face to face as well as via telehealth. * On average counsellors facilitate 3-4 sessions daily. Additional sessions will be scheduled to manage the cancellations and no shows.  |  | | --- | |  | |   **Other**   |  | | --- | | * As a mandated reporter, be responsible for making child protection reports to CYPS or DCJ as appropriate and following program policies. * Clinician will be required to respond to crisis situations and provide critical incident support on site where requested * Clinicians may need to develop and/or facilitate psycho-educational sessions to staff groups. * Opportunities to work across programs may be available. |   **Administration**   * Comply with clinical standards. * Maintain client records for each client seen as per CatholicCare policy. Timely and accurate completion of documentation, records and statistics is a key KPI. Client records should be completed within 24 hours of the contact. These are to be completed within the provisions of the Privacy Act. * A case note must be made for every interaction regarding the case, including any correspondence, e-mails and other documents. Case notes must be factual, relevant and adhere to any CatholicCare process or practice. * Clinicians must complete data entry as per contract requirements and within set timeframe. * The clinician will maintain professional communication and provide timely response to all stakeholders. * Complete Connx timesheets on a fortnightly basis. Where pay dates fall during a holiday period, have these completed prior to commencement of break and complete any other required documentation as requested by Program Manager or stipulated in policy and procedure (e.g. travel allowance forms, leave forms, time in lieu requests).   **Supervision and Professional Development**  Clinicians are supported to participate in supervision and ongoing professional development training including:   * Attend professional supervision which will be held during work hours. Supervision will be funded for at a pro-rata rate according to clinician work hours. * It is the staff members’ responsibility to manage their PD requirements including attending core training required by the agency. Prior management approval for all PD is required. PD is funded at a pro-rata rate according to clinician work hours. * Maintain professional registration with relevant professional bodies   **Team Meetings**  The Clinician will participate and contribute towards team meetings as directed. This includes being on time and coming prepared to meetings. | | | | |
| **Key Selection Criteria** | | | | | | | |
| * Relevant tertiary qualifications in Psychology, Social Worker or Counselling. * Registration with APHRA, membership with AASW or membership with PACFA or ACA (Level 3/4) * Demonstrated experience working in EAP or similar field, using evidence based approaches. * Ability to respond appropriately to crisis situations and to clients presenting with complex issues * Good verbal and written communication skills, and good time management skills * Have an understanding of EEO, Work Safety and confidentiality | | | | | | | |
| **Experience & Knowledge** | | * Knowledge and understanding of the key issues facing individuals and families who are experiencing a range of challenges * Understanding of psychological practices and evidence informed interventions. * Understanding of person centred principles. * Mandatory reporting skills * Knowledge of related standards, laws, legislation, awards regulations and codes. * Knowledge of EEO, Work, Health & Safety and Privacy and Confidentiality policies and legislation. * Understanding of Quality Assurance Standards, protocols and implementation. * A minimum 3 years’ experience in the sector is desirable | | | **Attributes** | | * Evaluating and monitoring own performance. * Having knowledge and confidence in own ideas and vision. * Articulating own ideas and vision. * Taking responsibility. * Working ethically. * Being punctual and meeting deadlines. * Empathetic. * Emotional Intelligence. * Enthusiastic and positive. * Ability to work under pressure. * Demonstrating resilience. * Commitment to Social Equity. * Sense of humour. |
| **Employee Declaration** | | | | | | | |
| I have read this document and agree to undertake the duties and responsibilities as listed above.  I acknowledge that:   * This position description details the accountabilities of the role and provides an indication of the current duties and tasks that I may be required to undertake. Additional or other duties may from time to time be allocated in order to fully meet the responsibilities of the role, team and any organisational objectives. * The measures where included in this document are indicative and will be reviewed with me on an annual basis and that my performance will be evaluated against these measures. | | | | | | | |

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| **Employee** |  |
| **Signature** |  |
| **Date** |  |