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| **Position Title & Level/Grade:** | Student & Family Counsellor  SFC Rates CatholicCare Enterprise Agreement | | | **Department:** | | Counselling and Therapy Services | |
| **Reports to:** | Student & Family Counselling Manager | | | **Supervises:** | | - | |
| **Internal Liaisons:** | Broader integrated counselling team of psychologists, social workers, speech pathologists and counsellors. | | | **External Liaisons:** | | External stakeholders including school staff, private practitioners and other community services. | |
| **Position Objective** | | | The role involves providing high quality therapeutic services to students and their families. The duties include evidence-informed counselling, group work with students, consultation to school staff in relation to students and professional development for school staff. Counsellors will be responsible for providing a professional and confidential service which adheres to relevant Professional Codes of Ethics and Conduct. Counsellors will complete administrative tasks including maintaining case notes, data entry and other associated tasks. | | | | |
| **Key Responsibilities** | | | **Provide a quality therapeutic counselling service**  Counsellors are responsible for providing appropriate interventions for clients seeking counselling including:   * At the first session, you are required to inform the client of the limitations of confidentiality and our obligations under the Child Protection and Privacy Acts. Being a mandated person, you must adhere to any policy or legislation regarding this. * Conduct an initial assessment according to service processes/requirements. Provide information regarding a more relevant service when inappropriate referrals are received. * Maintain professional communication and provide timely response to all stakeholders, including feedback to referring party. * Parental permission is required to see primary school students. In the case of separated parents, both parents’ permission is required. High school students may self-refer. * Be prepared for all sessions, including resources required. * Use evidence-informed interventions which are person centred * Ensure sessions are provided in line with any professional and CatholicCare Code of Ethics and Conduct. * 80% of day to be spent on client focussed work and 20% on case notes and administration * Completion of outcome measurement tools   **Group Programs**  The counsellor may need to develop and / or facilitate psycho-educational or therapeutic group programs for students. Training in specific programs may be required.  **Support to school staff**  The Counsellors may provide consultation to school staff in relation to the students they are teaching and classroom management. The Counsellor may also be asked to provide professional development sessions for staff.  It is important for the Counsellor to maintain visibility within the school community and be present in the staff room during breaks to provide the school staff the opportunity to engage with the service.  **Critical Incidents**  The counsellor may be required to respond to crisis situations and provide critical incident support. Keep your critical incident folder with you at all times and if a critical incident occurs at your school, management is to be contacted in the first instance. Relevant level of support will be discussed. Keep in contact with management throughout the process and utilise supervision as required. Counsellors may also be required to provide support at other schools.  **Administration**  Counsellors will be responsible for maintaining client records and data entry as per program policy and within policy timeframes including:   * 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. Data entry is completed at the end of each semester or when a case is closed. * 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. * The Clinician will maintain professional communication and provide timely response to all stakeholders, including written updates to referrers in line with program policy. * 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**  Counsellors are supported to participate in supervision and ongoing professional development training including:   * Attend, organise and carry out professional supervision and training as appropriate and in accordance with the relevant policies and procedures. Supervision will be funded for at a pro-rata rate according to counsellor work hours. * It is the staff members responsibility to manage their PD requirements including attending core training required by the agency and relevant contracts. * Policies in these areas are to be followed. * Maintain professional registration with the relevant body (eg, AHPRA) * Clinicians may be required to provide supervision across the agency dependant on their level of skill and experience.   **Team Meetings**  The Counsellor will participate and contribute towards team meetings as directed. This includes being on time and coming prepared to meetings. The Counsellor is required to attend the Red Hill office for the annual ‘first day back’ meeting. | | | | |
| **Key Selection Criteria** | | | | | | | |
| * Qualifications required include registration with APHRA as a psychologist (including provisional psychologist) or social workers eligible for membership with AASW or Degree qualified counsellors with registrations with ACA or PACFA (level 3 or 4). * Demonstrated skills and experience working with children, adolescents and families. * Commitment to and proficiency delivering evidence-informed practice. * Good verbal and written communication skills, and time management skills | | | | | | | |
| **Experience & Knowledge** | | * Knowledge and understanding of the key issues facing children, young people and families * Understanding of psychological practices and evidence informed interventions * Experience working with vulnerable and marginalised people * 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** |  |