

# Position Description

## Mental Health Counsellor

### Counselling Support Service



#### Position summary

Reporting to the Program Manager, the PACFA registered Mental Health Counsellor works with participants to perform a bio-psychosocial assessment, build therapeutic alliances, provide counselling, support participant led decision making, goal setting, and ensure adequate service coordination and transfer of care. They will support connection with other care teams or support services.

The Counselling Support Services provided by The Buttery as part of a consortium will provide timely intervention for those identified as needing either low or moderate intensity support according to the stepped care model. The counselling support service will be responsive to changing participant needs, be trauma-informed and align with quality and safe practice standards.

This program is delivered through a hub and spoke model.

#### Organisational relationships

**Direct reports:** Nil

#### Internal and external relationships

Internal relationships involves team and staff engagement and collaboration

External relationships may include families of choice and carers, HNC, NDIA, Primary Health Network professionals, clinicians, GP's, agents for housing, Community Mental Health Service Providers and the broader community. This role requires close integration and collaboration with the MH Consortium Lead by Each.

Responsibilities	Outcomes
<b>Assessments</b>	
Identify and support participants and provide guidance on the program.	Support existing referral pathways and maintain referral pathways for new participants and enquiries
	New participants are supported and given information about the program, are provided with individual MH plans in line with their support plan..
Conduct assessments for participants	Assessment procedures for new participants are followed in collaboration with the Intake team.
	Relevant data is captured and documented as per processes.

Responsibilities	Outcomes
Case Management and outcomes	There is evidence of at least 5 participant contacts per day and will demonstrate significant improvements via the use of Kessler 10, Recovery Assessment Scales Domains and Stages (RASDS) and Client Reported Experience Measure Survey (CREMS). These measurement tools are subject to change in line with evolving program
<b>Provide counselling support</b>	
Provide trauma informed counselling to participants	Evidence-based and trauma informed counselling techniques are utilised.
	Participants are supported to decrease their symptoms of trauma and distress with techniques such as breathwork, somatic awareness and mindfulness.
	Crisis intervention and supportive counselling are facilitated using evidence-based techniques such as psycho-education, acceptance and commitment therapy, cognitive behavioural therapy, dialectical behavioural therapy, relaxation strategies, skills training, interpersonal therapy and narrative therapy
Facilitate psycho-educational counselling groups.	Group workshops are facilitated on a regular basis.
<b>Case Management</b>	
Case manage participants in a holistic manner for optimal outcomes.	Effective case management is carried out taking into consideration different cognitive, behavioural, emotional, social, physical and spiritual needs.
	There is positive feedback from completing participants about the program delivery.
Refer families and stakeholders to other services.	Families and stakeholders are supported referred to other services as appropriate.
Ensure there is compliance with all requirements.	Legislative, contractual and audit inspection framework requirements are met.
Organise a follow up wellbeing plan	A wellbeing plan is facilitated with all participants withing 4 weeks of enrolment
<b>Representation and Networking</b>	
Liaise with the nominated consortium hub Coordinator/Manager regarding participant progress and participation.	Hub meetings are attended.
	There is evidence of collaboration and support for other services at the hub and spoke model locations
	There is evidence of flexibility to meet needs of participants attending the hub and spoke model
Develop and maintain a working knowledge of relevant agencies/services.	Connections with Mental Health (MH) and AOD (Alcohol and other Drug) and primary health services and other stakeholders, including carers and other service providers are built and maintained.

Actively liaise with relevant agencies and other service providers,	Relevant agencies are provided with appropriate information to support the participant and grant them access to services they need.
<b>Responsibilities</b>	<b>Outcomes</b>
Attend interagency and Buttery networking groups as directed.	Interagency and Buttery meetings are attended as appropriate.
<b>Administration and reporting</b>	
Maintain participant files and undertake other administrative tasks as required.	Accurate case notes/ files/paperwork/data input/reports are maintained and updated.
Collect data to support future programs.	Sufficient data is available to ensure there is evidence of the program's effectiveness.
	There is participation in research projects as required.
<b>Team support</b>	
Participate in peer and clinical supervision processes.	There is adequate preparation and active participation in peer and clinical supervision.
Participate in informal and formal case conferences, staff meetings and planned meetings.	There is active contribution in meetings to reach key program and clinical decisions.
Work autonomously and as part of a team.	A strong work ethic, respect, punctuality and commitment to service is demonstrated to ensure all team members are well supported.
	Assigned tasks are carried out in a timely manner.
<b>General</b>	
Be compliant with WHS requirements and take reasonable care to ensure your own safety and health and that of others. Abide by their duty of care provided for in the legislation. Ensure you do not place others at risk by any act or omission. Ensure you do not interfere with safety equipment.	There is demonstrated compliance with WHS requirements to ensure a safe and healthy workplace. This includes abiding by the non-smoking directive at Buttery sites and compliance with any pandemic directives and protocols.
	Any injury, hazard or illness are reported immediately, where practical, to your manager/coordinator.
Take an active role in building your resilience and preventing psychological injury. Take reasonable care for your health and safety and that of others who may be affected by your conduct.	The importance of wellbeing and self-care as a part of resilience is acknowledged. Strategies are implemented to maintain personal wellness and resilience. Clinical supervision or other supports are utilised, when needed.
Be compliant with codes, guidelines, policies, procedures, confidentiality requirements, legislation and Standards and proactively engage with Buttery continuous quality improvement.	Codes, guidelines, policies, procedures, confidentiality requirements, legislation, Standards, and quality improvement processes are adhered to at all times. Changes and improvements are supported.
	All mandatory training programs and team meetings are attended.
	There is mandatory reporting of any suspected incidents of child abuse.

Support an environment free from discrimination, harassment, bullying and model appropriate standards of professional behaviour in the workplace.	Interactions with colleagues, participants and stakeholders are undertaken in a courteous manner.
	Cultural and linguistic and gender diversity is supported and there is evidence of efforts to encourage inclusion.
	There is positive feedback from others regarding your interactions.
<b>Occasions of Service (OOS)</b>	
Provide Occasions of Service (OOS) relevant to hours worked.	There is evidence that participants are provided with a reasonable number of Occasions of Service (OOS) which can be conducted in person, via phone or video conferencing. This can comprise of any direct engagement with a participant or any activity that is done in regard to the participant and is usually about 30-60 minutes in length. An average 8-hour day allows for a minimum of five occasions of service. Depending on engagement levels, a full-time case load is generally 15-20 participants.
Other duties relevant to the role as requested by the Program Manager	

## Selection criteria

### Qualifications and checks

- Degree or higher qualification in counselling with PACFA registration
- Current and valid Driver's Licence
- A satisfactory Criminal Record Check and Working with Children Check
- Current COVID vaccination and current First Aid certificate

### Professional skills and experience

- Experience providing psychotherapy and counselling support using a range of interventions such as psycho-education, acceptance and commitment therapy, cognitive behavioural therapy, dialectical behavioural therapy, relaxation strategies, skills training, interpersonal therapy and narrative therapy
- Significant experience with assessments and supporting collaborative decision making.
- Experience working within the mental health sector with a variety of stakeholders
- Demonstrated proficiency using the Microsoft suite, a variety of databases and video conferencing tools such as Zoom and Teams.
- Demonstrated commitment to cultural diversity, equal employment opportunity, legislative compliance and workplace health and safety

**Interpersonal skills**

- Strong communication skills and the ability to collaborate as part of team
- Ability to work autonomously and use time effectively
- A reasonable level of resilience to manage psychosocial demands, complex clinical issues and exposure to crisis situations
- Self-reflective with the ability to review own work practices and maintain professional boundaries

**Agreement**

These conditions of employment, your duties and location may be varied by The Buttery during the term of your employment. The position description duties are to read in conjunction with the terms and conditions that form your contract of employment. I accept and agree to the duties in this position description. I understand and agree to abide by the terms and conditions stipulated.

Signature \_\_\_\_\_ Name \_\_\_\_\_ Date \_\_\_\_\_