

## POSITION DESCRIPTION

### Counsellor – Carer Counselling Service

<b>DIVISION or PROGRAM:</b>	Carers Project	<b>AWARD AND LEVEL (if applicable):</b>	SCHCDS Level 4
<b>DATE OF APPROVAL:</b>	Revised March 2020	<b>APPROVED BY (Position Title):</b>	Executive Manager

## PURPOSE OF THE POSITION

The Carer Counselling Service will provide a crucial platform for Carers across Australia to engage with professional, experienced counsellors and to obtain genuine outcomes to improve their wellbeing and sustainability in their caring roles. The Counsellor, Carer Counselling Service will take an important role in the provision of phone assessment and counselling for carers in a flexible, responsive and person-centred way across 8am to 6pm nationally and will require strong therapeutic skills in assessing and delivering brief interventions to carers with anxiety, depression, stress and low mood.

## KEY ACCOUNTABILITIES

- Perform the duties of the role in accordance with CatholicCare’s Mission, Vision and Guiding Principles
- To provide person-centred professional assistance to carers across shifts to cover 8am to 6pm nationally, Monday to Friday
- To deliver evidence-based telephone clinical and support services using primarily person-centred and third wave Cognitive Behavioural Therapy approaches
- To maintain professional currency and familiarity with related literature and practices in relation to the provision of evidence-based best practice in counselling
- To maintain a focus on the safety and well being for carers and their families, underpinned by a knowledge of child protection, mental health and domestic violence evidence-based best practices
- To maintain a good knowledge of relevant external referral pathways for carers
- To manage confidentiality requirements and data under the program’s Privacy Policy
- To build skills in using various technologies associated with the counselling program
- To participate in peer and supervisor-led supervision and training
- Follow safe work practices and take reasonable care of own and others health, safety and wellness to assist CatholicCare to comply with the NSW Work, Health and Safety Act 2011
- Other duties as directed from time to time.

## KEY COMMUNICATIONS

This role works closely with:

- Executive Manager - Receive clinical guidance and exchange information including recommendations on strategies and issues for management resolution
- Practice Manager- Receive direction and guidance to ensure the smooth efficient operation of the service
- Potential clients - Provide timely therapeutic interventions by telephone and online
- Other ICSS services - Liaise with other services to ensure efficient referral processes and service promotion

## KNOWLEDGE, SKILLS, QUALIFICATIONS AND EXPERIENCE (Selection Criteria)

1.	Ability to undertake the duties of the role in accordance with CatholicCare's Mission, Vision and Values
2.	Relevant tertiary qualifications in Counselling, Level 2 membership of the Australian Counselling Association or PACFA membership
3.	Demonstrated skills in providing evidence-based best practice counselling and crisis support to clients including carers
4.	Knowledge of current Child Protection practice, Domestic Violence best practice and suicide protocols
5.	Demonstrated ability to provide counselling on the phone
6.	Excellent communication skills both verbal and written
7.	Expertise in working with carers caring for those with disabilities, dementia and or mental health concerns will be very highly regarded
8.	A valid Working With Children Check
9.	Demonstrated experience in the use of electronic customer record management system(s) (CRM) or similar and Microsoft applications

\* CatholicCare reserves the right to vary this position description in response to its changing needs.