



Telephone Counsellor/Social Worker - National Carers Program

- Use your counselling skills to promote wellbeing for carers
- Day and afternoon/evening shifts in digital environment affording work-life balance
- Salary packaging available

This is an ideal opportunity to work within a friendly team of experienced counsellors and utilise your valuable skills and experience to support carers nationwide.

About Us

CatholicCare Sydney is the official social services agency of the Catholic Church in the Archdiocese of Sydney. We are a leading not-for-profit agency providing care and support to people in Sydney across a wide range of social services: Children and families, relationships, ageing, disability, employment, mental health and youth programs.

We have been contracted to deliver the national Carer Gateway Counselling Service. The service provides sessions of booked counselling over the phone, designed to help carers manage daily challenges, reduce stress and plan for the future. It is a free service operating nationally every weekday, from 8am to 6pm.

About the Role

The counsellor will provide empathic, person-centred counselling to flexibly meet the needs of carers who are experiencing stress, anxiety, depression and low mood. The successful applicant will perform intake, assessment and person-centred brief therapy services.

The role is full-time (part-time will be considered with a minimum of 7 shifts per fortnight required). Shifts are available between 8.00am and 9.00pm Monday to Friday during daylight savings and 8am and 8pm Monday to Friday outside daylight savings.

About You

Critical to this role are your demonstrated skills in providing counselling and crisis support to clients, including carers.

You will also require knowledge of current Child Protection practice, Domestic Violence best practice and Suicide Protocol.

You will be an excellent communicator and team player and be able and willing to work flexibly and adapt to a changing environment.

While experience working with individuals caring for people with a disability, dementia and/or mental health concerns is not essential, it will be highly regarded.

You will need a minimum of 3 years counselling experience in Australia and tertiary qualifications in Counselling or Social Work. Membership(s) is required with any of the following associations:

- Level 2 memberships of the Australian Counselling Association (ACA);
- Psychotherapy and Counselling Federation (PACFA);
- Australian Association of Social Workers.

The position description and selection criteria for this role can be accessed in [Jobs at CatholicCare](#).

What Can We Offer You?

- Access to salary packaging – this allows you to have a proportion of your income tax-free and may increase your take-home pay
- Structured induction and training process and ongoing professional development opportunities
- A warm and friendly team environment
- A variety of shift opportunities to suit your lifestyle.

How to apply

After reviewing the above selection criteria please email jobs@catholiccare.org the following:

- a brief letter addressing the selection criteria, describing how your skills, work experience, qualifications/training and personal attributes match each of the selection criteria; and
- a brief resume.

(Applications that do not address the selection criteria or provide a resume only will not be considered).

Applications will remain open until the position is offered to the successful applicant. Applications will be assessed as they are received, so please apply as soon as possible.

Please note that, at this time, to be considered for the role, we also require that you confirm that you:

- Have the capacity to work 4 or 5 days per week (day time or afternoon/evening shifts) ; and
- Live in Sydney and are able to attend a period of in person training at our Lewisham office during business hours

Need more information?

Contact Soraya Kassim on 0413 013 690

CatholicCare requires the preferred applicant to undertake a National Criminal History Record Check prior to employment and will also require a Working with Children Check.