

POSITION DESCRIPTION

Counsellor, Carers Digital Counselling Service

AGENCY:	CatholicCare Sydney	AWARD AND LEVEL:	SCHADS 4
DIVISION:	Carers Project	POSITION TYPE:	Full-time or part-time
CLUSTER:	Digital Counselling Program	POSITION STATUS:	Ongoing
LOCATION:	Lewisham	DATE OF APPROVAL:	
POSITION NO.:		APPROVED BY (Position Title):	Executive Manager, Digital Counselling Services

PURPOSE OF THE POSITION

The Digital Counselling Service will provide a critical 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, Carers Digital Counselling Service will take an important role in the testing and 'Go-Live' of this new service, being responsible for the provision of phone and online assessment and counselling for carers in a flexible, responsive and person-centred way. The role will require strong therapeutic skills in assessing and delivering brief interventions to carers with anxiety, depression, stress and low mood.

KEY ACCOUNTABILITIES

- Undertake the duties of the role in accordance with CatholicCare's Mission, Vision and Values and its Code of Conduct and Ethics.
- To provide person-centred professional assistance to carers during enquiry, intake and counselling processes
- To deliver evidence-based telephone and online-based clinical and support services to individuals using primarily 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 and case management.
- 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 CHALLENGES & INFLUENCES

- To deliver compassionate and efficient evidence-based therapy to carers across a wide range of counselling needs
- To flexibly work within a changing carer services environment ensuring carers face 'no wrong door' for service
- To maintain an up-to-date knowledge of referral pathways for carers across Australia

KEY RELATIONSHIPS

WHO	WHY
Executive Manager	Receive clinical guidance and exchange information including recommendations on strategies and issues for management resolution
Team Leader	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

MANDATORY POSITION REQUIREMENTS (to be verified prior to employment)

Working with Children Check	<input checked="" type="checkbox"/>	National Criminal Record History Check	<input checked="" type="checkbox"/>	Drivers Licence	<input type="checkbox"/>
First Aid Certificate	<input type="checkbox"/>	Position subject to retention of external funding	<input checked="" type="checkbox"/>	Comprehensively insured vehicle	<input type="checkbox"/>
Degree	<input checked="" type="checkbox"/>	Other: _____	<input type="checkbox"/>	ACA Level 2 accreditation or eligible	<input checked="" type="checkbox"/>

SELECTION CRITERIA

1.	Ability to undertake the duties of the role in accordance with CatholicCare's Mission, Vision and Values; and its Code of Ethics and Conduct as well as an ability to work from a person-centred approach
2.	Relevant tertiary qualifications in Counselling, eligibility for Level 2 membership of the Australian Counselling Association and a current Working With Children Check
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 and online using various technologies
6.	Excellent communication skills both verbal and written
7.	Expertise in working with carers caring for those with dementia and or mental health concerns will be very highly regarded

ACKNOWLEDGEMENT OF POSITION HOLDER

I have read and understood the requirements of the above position and I have received a copy of this document.

Position Holder:

(Print Name)

(Signature)

_____/_____/_____

(Date)