

Position Description

Title	Carer Counsellor – Carer Gateway
Business Unit	Carer Services
Location	As per employment agreement
Employment type	Full-time ongoing
Reports to	Manager Carer Gateway

About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We’ve been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We’re there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We’re proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia’s First Peoples and as the traditional owners and custodians of this land. We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

1. Position purpose

The Carer Counsellor is responsible for providing a range of short-term counselling and support services, including, care coordination, and group work to carers who care for people who are aged, have a disability, mental health condition or other chronic health condition including dementia.

The Carer counsellor provides direct counselling to individuals through face to face, structured telephone calls, internet or group work. The Carer Counsellor has a role in networking with other service providers in the region

2. Scope

Budget: NIL

People: NIL

3. Relationships

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Internal

- Planning and Assessment Officers
- Team Leaders and Senior Program Management
- Uniting employees, volunteers, students & contractors
- Uniting Corporate, Support Services and Mission divisions

External

- Carers
- Consortium partners
- Other Community Service Organisations as required

4. Key responsibility areas

Provision of Treatment Services

- Provide client centred counselling services to carers using a range of appropriate methodologies including telephone, face-to-face, internet and group work in accordance with funding program guidelines
- Utilise a person-centred approach and counselling style that puts the client and their needs and preferences at the centre of all practice and see the client as the expert in their own life empowering them to make decisions and take action where necessary
- Utilise a flexible application of clinical therapies such as Rogerian Therapy and CBT
- Assist carers find and maintain motivation and confidence to strengthen their resilience
- Work with carers to build their self-care and coping mechanisms regarding the physical, stress and emotional challenges of care responsibilities
- Conduct counselling assessments of the wellbeing needs carers, using a DASS21 assessment measuring symptoms of anxiety, stress and depression
- Undertake clinical supervision and training regularly
- Identify achievable goals for the carer and in collaboration with the carer plan and how these goals will be achieved
- Provide accurate information, advice and referral to an integrated range of services/supports so the carer can find suitable care solutions based on their individual care relationship
- Encourage and support carers to attend and participate in peer support activities and to connect with other carers
- Participate in networks and other relevant bodies as appropriate as directed by line management
- Ensure a flow of information between relevant external stakeholders and client/stakeholders

Administration, quality and risk

- Undertake pre- and post- counselling assessment using DASS21
- Develop care plans to indicate the issues identified, any risks assessed and a plan for counselling therapies to address the issues.
- Complete case notes for each meeting to document the process and any outcomes
- Input and record data on client management system DC2Vue
- Complete any other documentation as required by legislation or Uniting policies and procedures
- Maintain comprehensive and up to date records and case notes in Client Management System ensuring case notes and other client information is recorded according to service standards and practice
- Maintain professional practice by being aware of newly-emerging evidence for carers, legislative changes and best-practice protocols in counselling.
- Actively seeking feedback from carers in each session to improve the counselling relationship and inform future practice
- Be proactive in risk identification, notification and management

People and teams

- Collaborates with team members and provide secondary consultation and information in relation to support for carers, sharing expertise to facilitate best outcomes for carers

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- Undertake regular supervision and performance review with line manager, providing feedback to promote collaborative working relationships
- Promote and maintain a positive, respectful and enthusiastic work environment

Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to the position

5. Person specification

Qualifications

- Bachelor qualification in Social Work / Qualification in Counselling or equivalent tertiary related field.
- Accreditation within a relevant Australian professional association; Australian Counselling Association, Psychotherapy and Counselling Federation of Australia or Australian Association of Social Workers

Experience

- Minimum of 3 years' experience in direct service provision with associated skills in the provision of a high standard of care coordination, counselling and group work for the target population. Demonstrated experience of counselling with carers and in using Rogerian and Cognitive Behavioural therapies as a minimum
- Evidence of training in other therapies to be used with carers
- Demonstrated experience in working with individuals with short-term counselling and support service needs.
- Demonstrated experience in designing, planning, delivering and evaluating group work programs
- Knowledge of the community care sector, including the challenges faced by carers of people with dementia, disability, chronic illness, mental health condition and the aged
- Effective interpersonal and communication skills (written and oral)
- High level organisational skills, including time management
- Ability to work both autonomously and within a team environment

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values respect the uniqueness and value of every individual; establish and maintain right relationships that enable people to be influential in their own support arrangement and ensure they are treated

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with dignity and respect; build on strengths and abilities of all; demonstrate transparency and accountability

- **Consumer Centeredness** – foster, promote and implement a culture that keeps consumers at the centre of everything we do; demonstrates an awareness of and prioritises the needs of consumers; focuses on optimal outcomes for consumers
- **Stakeholder Relationships** – Strong negotiation and influencing skills; ability to engage, build and maintain strong, mutually beneficial relationships with stakeholders; track record of being able to sustain positive, collaborative and effective relationships; capacity to position Uniting as a trusted advisor to peak bodies and key stakeholders in the sector including government and funding bodies; promotes harmony and consensus through diplomatic handling of disagreements; builds trust through consistent actions, values and communication
- **Communication** – Strong and clear communication skills with the ability to build positive professional relationships with key internal and external stakeholders; excellent interpersonal skills; high level written and verbal communication skills; ability to conduct presentations; ability to prepare high quality business cases and reports
- **Administrative skills:** Excellent organisational skills; High level of attention to detail and accuracy; experience in handling sensitive information and maintaining privacy; knowledge of Client Management Systems / Databases or the ability to quickly develop competency in use of such systems; high level computer literacy skills including demonstrated experience in Microsoft Office; well-developed literacy and numeracy skills

Other Requirements

- Legal eligibility to work in Australia
- Current Australian Driver’s License
- A satisfactory national police records check is a condition of this position and is repeated every three years and International police check if required
- Current working with Children check (Victoria)
- Compliance and understanding/familiarity with organisational policies, procedures relevant legislation (Quality management system, Equal Opportunity, Health and Safety)

6. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

This position description is subject to review and may change in accordance with Uniting’s operational, service and consumer requirements.

7. Acknowledgement

I have read, understood, and accepted the above Position Description

	Employee	Manager
Name:	<input type="text"/>	<input type="text"/>
Signature:	<input type="text"/>	<input type="text"/>
Date:	<input type="text"/>	<input type="text"/>

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