



POSITION DESCRIPTION

Position: Nurse Counsellor – Cancer Council
13 11 20 (CISS.68)

Reports To: Manager - Cancer Council 13 11 20

Classification: Band E

CANCER COUNCIL VICTORIA

Every year, more than 35,200 Victorians will be diagnosed with cancer, and 11,100 will die from cancer (based on 2018 Victorian Cancer Registry report). The number of cases will increase as our population grows and ages. Survival will also improve as we get better at [early detection](#) and [treatment of cancer](#).

Since our establishment in 1936, [Cancer Council Victoria](#) has developed an international reputation for our innovative work in [cancer research](#), [prevention](#) and [support](#). As an independent, not-for-profit organization, we play a leading role in reducing the impact of all cancers on all people.

Our people work and volunteer at Cancer Council Victoria to contribute to an organization that makes a real difference in people's lives and is valued by the community we serve. In return we are proud to foster a culture that supports individuals to reach their full potential, in an environment that reflects our values of **Excellence, Integrity and Compassion**.

DIVISION / UNIT / TEAM SUMMARY

The **Strategy and Support Division** comprises the units of Cancer Information and Support Services (CISS), Research Governance and Optimal Care (RGOC), Cancer Strategy, the McCabe Centre for Law and Cancer and Business Management.

The purpose of the Division is to minimise the impact of cancer on the Victorian community now and into the future by:

- Empowering patients and clinicians by delivering dynamic, evidence-based, tailored information and support
- Promoting optimal cancer care pathways to improve the patient experience
- Using evidence to investigate and evaluate policies and programs for people with cancer
- Maximising the impact of cancer research and cancer data
- Funding extramural research of greatest impact; increasing investment for research into cancers with lowest survival
- Advocating for policy change to improve cancer outcomes and level out system inequities

The [Cancer Information and Support Service](#) (CISS) unit provides information and support services to help minimise the impact of cancer on the Victorian community. It works to empower patients by delivering dynamic, credible, personalized information and compassionate support.

POSITION SUMMARY

Our Nurse Counselling team is part of the Cancer Information and Support Services Unit and reports to the Manager, Cancer Council 13 11 20. Our Nurse Counsellors are responsible for providing telephone-based psycho-social support interventions for people affected by cancer presenting with low-to-moderate, transient or issue-specific distress within the broader Counselling Service referral pathway. The Counselling Service program consists of psycho-oncology services offered through our relationship with Cancer Council Queensland (CCQ) and the Nurse Counselling service offered by Cancer Council Victoria.

RESPONSIBILITIES

Counselling Service Delivery:

- Comprehensive and demonstrated understanding of psychosocial support interventions for people affected by cancer
- Provision of telephone-delivered psychosocial interventions to people affected by cancer who are experiencing low to moderate, transient distress according to defined procedures and guidelines.
- Provision of onward referral to Cancer Council Queensland psychological counselling services or other local services and support as required
- Contribute to the training of Cancer Council 13 11 20 staff in communication skills and distress screening.

Knowledge Building and Professional Development

- Attend ongoing training, education seminars and Cancer Council meetings to facilitate professional skills and development.
- Keep up to date with community social services, health insurance arrangements and government services for people with cancer.
- Research and access evidence-based information from approved reputable sources, including national and international scientific and medical organisations.
- Maintain ongoing knowledge through relevant professional development activities, review of journal articles, literature reviews.
- Participate in regular professional supervision

Support Programs and Research Contribution

- In collaboration with relevant Cancer Council teams, assist with the design, development, and implementation of any quality assurance and evaluation activities for the Nurse Counselling Service.
- As part of the multi-skilled team, provide input into the ongoing development of protocols and procedures for the Nurse Counselling Service. This may include literature reviews, updating training manual modules, writing protocols or facilitating training in consultation with relevant stakeholders.
- Assist with the review and update of Cancer Council Victoria literature as requested.

Stakeholder Engagement and Management

- Maintain membership in health professional and counselling associations and develop strong professional relationships with relevant internal and external stakeholders as required.
- Provide support to internal divisions to carry out their work where required, and to Cancer Council Victoria staff as directed and supported by the Manager, Cancer Council 13 11 20.
- Represent Cancer Council Victoria at forums within Cancer Council guidelines.
- Provide education to relevant stakeholder and community groups on the work of CISS and Cancer Council Victoria to ensure ongoing engagement and referral to our services.

Such other duties as directed and consistent with an employee's level of skill, competence and training.

KEY SELECTION CRITERIA

Essential Criteria

Qualifications, Experience, Knowledge and Skills

- Post graduate qualification in Counselling.
- Registration with a governing body (Australian Counselling Association or Psychotherapy and Counselling Federation of Australia)
- Division 1 Registered Nurse currently registered with the Australian Health Practitioner Regulation Agency (AHPRA) with minimum three years post graduate experience, preferably in Oncology/surgical nursing.
- Demonstrated ability to respond to the information and support needs of people affected by cancer and demonstrated understanding of the psychological impact of cancer on individuals and families.
- Experience in the delivery of telephone and/or face-to-face patient counselling interventions, including use of behavioral and cognitive coping strategies.
- Willingness to participate in regular professional development and improvement of clinical knowledge and communication skills.
- Advanced communication, interpersonal skills and active listening skills, including the ability to develop and maintain working relationships with internal and external stakeholders.
- Proven organisational and time management skills with the ability to work autonomously and as part of a highly functioning team.
- Computer literate, with skills in Internet, email and MS Office suite use and data-base management experience.

Desirable Criteria

- Post-graduate qualification in Oncology Nursing.
- Formal communication skills training.
- Experience in client and/or professional education.
- Experience in telephone support.

Special Requirements

- Non-smoker
- Right to work in Australia
- Satisfactory completion of National Police Check
- Completion of satisfactory Working with Children's check (Employee version).
- Position may work flexibly in line with appropriate checks and operational requirements