

POSITION DESCRIPTION

Counsellor

SERVICE STREAM	Family Services
LOCATION	Toowoomba
CLASSIFICATION	Level 5 to 6 - Mercy Family Services Enterprise Agreement.
REPORTING RELATIONSHIP/S	Choose from list

OUR PURPOSE AND VALUES
<p>Mercy Community Services exists to support and empower those who are poor, vulnerable, marginalised or in a position of disadvantage. We aim to be recognised as a leading provider and facilitator of quality, responsive community services</p> <p>Our Values underpin all responsibilities of this position and are based on the ethos and mission of the Sisters of Mercy Brisbane and are aligned with Catholic Social Teachings</p> <p>MERCY ACCEPTANCE EXCELLENCE DIGNITY EMPOWERMENT INTEGRITY</p>

POSITION PURPOSE
<p>This position provides counselling and therapeutic services to clients; including assessments, pre- & post-evaluations and interventions. This position also liaises with a broad network of stakeholders who participate in or impact on the success of client plans, referrals and goals.</p>

KEY PERFORMANCE REQUIREMENTS
<p>1. Mission, Vision and Values</p> <ul style="list-style-type: none"> • Execute the duties and functions of the role within the mission and values of Mercy Community Services. • Participate in mission formation programs and activities as required. • The model of care is consistent with the MCS mission and values, is articulated to staff and other stakeholders and reviewed regularly. • Practice the Sanctuary® Model, in line with MCS values.
<p>2. Service Delivery</p> <ul style="list-style-type: none"> • Using the applicable Model of Practice, service guidelines/frameworks, assist clients in achieving their goals as identified in relevant planning documentation developed in line with organisational procedures. • Work collaboratively with your line manager to identify client needs and deliver appropriate services within available resources, continually assessing effectiveness and responding to changing needs and dynamics. • Build and maintain trusting and meaningful working relationships with clients and relevant stakeholders. • Support and provide opportunities for life and personal skill development for clients by role modelling expected behaviours. • Provide knowledge and information relevant to the enquiry, referral and welcome process of service delivery, including knowledge of services available within the region to stakeholders, parents and carers. • Build rapport, engage and develop a therapeutic alliance with clients in a counselling and/or group work context. • Complete relevant assessments which underpin the therapeutic goals, intervention plans, casework and support for clients. • Provide short/long term individual and/or family counselling for clients in response to referrals allocated to you by your line manager. This may include a variety of therapeutic counselling interventions, which target the issues identified in the referral and those assessed and identified by the counsellor, client and/or referring body. • Ensure a culturally appropriate counselling response to clients from an

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	<p>Aboriginal and Torres Strait Islander and CALD backgrounds by establishing links with, and seeking advice from, relevant members of respective communities.</p> <ul style="list-style-type: none"> • Attend client related meetings as required for information sharing and/or case planning. • Complete evaluations of cases and program activities, as required. • Close and farewell clients in a meaningful, respectful and timely manner; this may include referring clients to other organisations or internally to other programs. • Develop and maintain a relevant professional network with both NGO & Government agencies in relation to both client and community needs; attend meetings as allocated by your line manager. • Co-facilitate various psycho-educational groups for clients. • Prioritise and manage tasks to ensure all client and program needs are met. • Actively seek feedback from clients and other relevant stakeholders in order to satisfy the program guidelines within the service agreement and to engage in continuous improvement practices to ensure the continued provision of high quality services. • Contribute to a positive and effective team culture that is responsive to cultural diversity and equity. • Maintain confidentiality and provide effective service to both internal and external stakeholders from culturally diverse backgrounds. • Communicate effectively, both verbally and in writing, with a wide range of stakeholders in a professional and timely manner to promote positive working relationships. • Work as an effective team member in accordance with Mercy Community Services mission, purpose and values.
3. Documentation, Quality Systems & Continuous Improvement	<ul style="list-style-type: none"> • Comply with all Mercy Community Services policy and procedures. • Perform duties in accordance with organisational requirements. • Produce legible and legally defensible case notes, incident reports (client and staff) and/or other documentation as required by organisational procedures and legislation. • Assist with the release of personal, private or confidential information in line with the MCS Privacy Policy, privacy legislation and the Child Protection Act. • Ensure documentation is created, stored and archived in line with MCS, licencing and quality assurance requirements. • Develop or assist in the development of systems to maintain data and statistics to inform service delivery and contribute to accountability for outcomes achieved. • Obtain and maintain receipts for purchases made and process these in accordance with MCS policy and procedure. • Identify improvements to policy, procedures, work instructions, other organisational systems and the work environment. • Participate in the consultation and/or the development, implementation and review of relevant MCS policy, procedures, work instructions and other documentation, as required. • Assist with the monitoring of compliance with policy, procedures, work instructions, other organisational and legislative requirements.

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	Work collaboratively with relevant stakeholders to prepare, undertake and maintain external licensing/accreditation requirements.
4. Work Health & Safety	<ul style="list-style-type: none"> • Adhere to safe work practices at all times. • Implement systems to ensure a safe workplace for all staff and members of the public. • Report incidents and hazards immediately, in line with organisational procedures. • Take immediate action to address identified/reported workplace health and safety matters in line with the hierarchy of controls/organisational requirements.
5. Other Duties	<ul style="list-style-type: none"> • Participate in staff development and team meetings. • Engage in reflective practice and participate meaningfully in regular supervision sessions within MCS guidelines. • Other duties as directed.

POSITION REQUIREMENTS

Required to have	Beneficial to have
Level 6 <ul style="list-style-type: none"> • Minimum of 2 years' experience within a similar role. Both Classifications <ul style="list-style-type: none"> • Tertiary qualification in Social Work, Social Science, Counselling, Psychology, Behavioural Sciences or similar discipline. • Demonstrated experience developing individualised and/or family treatment plans. • Demonstrated intermediate ability to use computer IT systems including MS Word and Excel. • Queensland Provisional Green or above Driver's License. • Ability to obtain positive notice in the Working with Children Check (Blue Card) and any other legislatively required personal history screening as required. • For applicable programs, evidence of current vaccination against whooping cough or willingness to obtain prior to commencement, unless applicable exemption provided as per the relevant MCS procedure 	<ul style="list-style-type: none"> • Eligibility for membership associations including, but not limited to, the Australian Association of Social Workers (AASW) or the Australian Psychological Society (APS). • Training in play-based therapies with a trauma focus, i.e. sand play therapy, play therapy, art therapy, music therapy, neuro-sequential model of trauma therapy, or other relevant training. • An understanding of Aboriginal and Torres Strait Islander peoples, cultures and societies and the issues which impact upon them in contemporary society together with a commitment to culturally appropriate engagement and practice.

KEY SELECTION CRITERIA

1.	Knowledge of and/or demonstrated experience in using individual and group counselling interventions, including but not limited to Creative/ Expressive Therapies, Narrative Therapy, Trauma Focused-Cognitive Behaviour Therapy, and Family Therapy.
2.	Knowledge of developmental, attachment and systems theory, and the impact of neglect and trauma on brain development.
3.	Demonstrated understanding and experience in conducting thorough and holistic assessments

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	and reviewing the effectiveness of programs and plans.
4.	Experience in working creatively with families and the people supporting them, ensuring engagement between all stakeholders.
5.	A good understanding of statutory child protection processes and being sensitive to the range of presentations in children and young people who have experienced significant complex trauma, both within their families and through extensive engagement with the child protection system.
6.	Demonstrated ability to produce written case notes and reports that are clear, structured and evidence sound theoretical understandings within a structured framework, with strict confidentiality considerations.
7.	Willing and able to work within a Christian context and Mercy Community Services' mission, purpose and values.

EMPLOYEE ACKNOWLEDGEMENT:

I acknowledge that I have read and agree with the position description given, and will adhere to the tasks and performance expectations therein.

Signed:

Name (*please print*):

Date:

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