

Mental Health Counsellor Position Description

Position Details	
Title:	Mental Health Counsellor
Level:	5
Time Fraction:	Full-time or Part-time (including minimum of one evening per week in direct service provision)
Position Relationships:	Reporting to the Regional Manager
Principal Location:	Frankston Branch – White Street Mall, Frankston (with visits to Relationship Matters branches as required.)
Position Purpose:	To provide counselling and the delivery of Focused psychological strategies within Accessible Psychological Interventions (API) program for people with a mental illness and group psycho-education; counselling to EAP clients and critical incident response to external organisations.
Major Responsibilities	Key Performance Indicators
<p>Counselling for Individuals / Couples / Families</p> <ul style="list-style-type: none"> ▪ Provision of primary consultation, which includes the initial intake and assessment interview. ▪ Provide focused psychological strategies and counselling interventions on a needs basis, and for API, and EAP programs. ▪ Ensure professional and ethical management of client case load. ▪ Develop and maintain effective relationships with local organisations and referring agencies. ▪ Refer clients to API, FARS educational group programs, general practitioners and other specialist agencies as required. ▪ Make an active contribution via case presentations, through attendance at organisational in-house professional development. ▪ Participate in relevant meetings and supervision. 	<ul style="list-style-type: none"> ▪ Maintain a minimum counselling session rate equivalent to 1050 sessions pro rata per annum for a full-time counsellor (i.e. minimum of 5 clients per 7.5 hours, including EAP services). ▪ Ensure compliance with requirements of confidentiality, risk assessment and the reporting of serious matters in accordance with Relationship Matters policy and procedures, and any legal requirements ▪ Ensure all work operates within appropriate theoretical frameworks and professional standards, and all data, electronic case records and client files, are maintained in a professional and timely way, in keeping with the organisational policies and procedures. ▪ Demonstrated contribution and participation in supervision, and organisational activities within the team, Branch and whole organisation.
<p>Employee Assistance Program (EAP)</p> <ul style="list-style-type: none"> ▪ Provision of primary consultation, which includes the initial intake and assessment interview. ▪ Provide general counselling interventions according to need. ▪ Ensure professional and ethical management of client case load. ▪ Where appropriate, refer clients to specialist services both internally and externally. 	<ul style="list-style-type: none"> ▪ Timely response to EAP appointments, as delegated by either the South Eastern Manager or the Executive Manager Clinical Practice and Outcomes. ▪ Timely response to request for Critical Incident Debriefing appointments, as delegated by either the South Eastern Manager or the Executive Manager Clinical Practice and Outcomes.

- Provision of primary consultation with organisations where a critical incident has occurred.
- Actual critical incident intervention on-site at work-place or other venues as arranged with affected employees.
- Follow-up where required.

Education Programs

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| <ul style="list-style-type: none"> ▪ Facilitate API group psych- education programs. | <ul style="list-style-type: none"> ▪ Assist in evaluating the quality and effectiveness of programs. ▪ Assist with the safe and on time delivery of all programs. ▪ Participate in the timely response to risk issues. ▪ Participate in promotion and marketing of relationship education programs. |
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Data Collection, Administration and Reporting

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| <ul style="list-style-type: none"> ▪ Ensure client information is recorded in accordance with organisation and funding body requirements. ▪ Participate and assist in the facilitation of API, DSS and DHS evaluations and reviews. ▪ Ensure compliance with Relationship Matters administrative and reporting requirements. | <ul style="list-style-type: none"> ▪ Regular feedback and referral to GPs. ▪ Comprehensiveness collection of data, including outcomes measurement and case management data. ▪ Compliance with requirements regarding the recording of work activities, client data, case records and other administrative documentation as required. ▪ Participate in research survey and data collection as required. |
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Marketing / Promotion / Networking

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| <ul style="list-style-type: none"> ▪ Assist in the preparation of Government reports, service plans, work plans, tender documents, submissions and correspondence as required. ▪ Attend network meetings; represent the organisation on working groups, maintain professional networks and key relationships. ▪ Promote and market the organisation's services with relevant community organisations and referral sources. | <ul style="list-style-type: none"> ▪ Actively participate in the writing of tenders, submissions and the development of work plans and correspondence as required. ▪ Participate in shared projects with other Branches. ▪ Promote a positive image of Relationship Matters to members of the community and service sector. ▪ In collaboration with the South Eastern Branch Manager, respond to enquiries from external organisations. ▪ Participate in marketing and media events as appropriate. |
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Continuous Quality Improvement

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| <ul style="list-style-type: none"> ▪ Read and comply with of all Relationship Matters' Policies and Procedures, and understand any new or updated policy as issued from time to time. ▪ Be aware of the location on the Intranet of policy documents, forms and processes that relate to your day to day work, for reference as required. | <ul style="list-style-type: none"> ▪ Is able to demonstrate a working knowledge of all Relationship Matters' Policies and Procedures. |
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Workplace Health and Safety

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| <ul style="list-style-type: none"> ▪ Comply with safety in the workplace. ▪ Take reasonable steps to prevent risks to health and safety. ▪ Co-operate with Team Leaders and Management to enable compliance with safety, health and environmental duties. ▪ Report workplace incidents, hazards, accidents and emergencies immediately. | <ul style="list-style-type: none"> ▪ Understand and abide by all OH&S policies and procedures, and communicate these as required. ▪ Participate in training, drills and procedures. ▪ Report identified risks to the OH&S Representative |
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Key Selection Criteria

(Please note: Applicants need not respond in writing to all selection criteria)

- Tertiary qualifications in an appropriate Psychology / Social Work / Occupational Therapy / Nursing field and with appropriate post graduate qualifications including mental health accreditation.
- Professional registration with APHRA or AASW
- Sound knowledge of mental health assessment, risk assessment and safety planning, counselling theory and practice, and a minimum of 2 years' experience in counselling (focused psychological strategies).
- An understanding of individual counselling practices and contemporary methods, evidenced based psychological interventions
- Experience providing counselling to clients with complex mental health issues including trauma as well as clients with multiple Mental Health diagnoses.
- Must be accredited with or eligible for immediate registration as a member of a relevant professional membership body.
- Client focused practitioner, with demonstrated experience in fee-for-service consultancy.
- Experience in education, or preventative programs and group work, is desirable.
- Significant experience in conducting mental health and EAP counselling, as well as counselling with perpetrators and survivors of Family Violence will be highly regarded.
- A proven self-starter, with an ability to maintain professional independence and the ability to work in a self-directed manner.
- Personal commitment to professional development.
- Capacity to meet deadlines and work within specified timeframes.
- Computer literacy is essential.

Personal Qualities

- Affinity with Relationship Matters values
- Generosity of spirit
- Capacity to 'join in'
- Highest ethical and professional standing
- Team player

Terms and Conditions

- Salary will be negotiated according to qualifications and experience and in accordance with the Social Community Homecare and Disability Services Award 2010.
- The position is subject to ongoing funding of the Accessible Psychological Interventions (API) Program and satisfactory annual performance reviews.
- A six month probationary period applies and will be formally reviewed with key responsibilities and success indicators as outcomes.
- Opportunity to access salary packaging according to Relationship Matters policy.
- Access to Employee Assistance Program.
- As an agency funded partially through the Commonwealth Department Social Services, all employees are required to sign an Oath of Confidentiality.
- Travel to the branches of the organisation, including some direct service provision from these sites and other locations, including travel at short notice.
- Out-of-hours critical incident responses when required.
- A current driver's licence is essential.
- Position is subject to maintaining a current Working with Children Check and a satisfactory National Police Check.

Acknowledgements

Position:	Mental Health Counsellor		
Name:			
Signature:		Date:	
CEO:	Janet Jukes		
CEO's Signature:		Date:	
Probationary Review:	Six Months	Date:	