

## Counsellor

<b>Team:</b>	Operations
<b>Location:</b>	Footscray
<b>Date:</b>	January 2018
<b>Status:</b>	Full time/part time/casual/shift worker
<b>Reports to:</b>	Team Manager

## 1. Position purpose

To support clients by providing professional, specialist telephone and online counselling, and providing information and referrals to clients of On the Line services. The role will contribute in the following key areas (but not limited to):

- Provide professional counselling to clients of On the Line's services
- Provide relevant and appropriate referrals and information to clients
- Engage and support clients by making assessments of needs, working with the client and communicating options for ongoing support, and equipping callers to deal a person they are concerned about
- Identifying clients or third parties at high risk, consulting with the Team Manager as required
- Collection of demographic data
- Undertake professional development.

## 2. Key results

Major activities	Measures
<b>Clinical Provision</b>	
<ul style="list-style-type: none"> <li>• Engage and support clients in assessing client's needs and communicate options for support.</li> <li>• Ensure third party callers are equipped to understand and support the person they are concerned about.</li> <li>• Provide relevant and appropriate referrals and information.</li> <li>• Write accurate case/SOAP notes.</li> <li>• Work across different services and delivery modalities.</li> <li>• Keep up to date with individual and service wide case management plans.</li> </ul>	<ul style="list-style-type: none"> <li>• Effective engagement with clients on calls.</li> <li>• Provides effective and relevant information and support options to clients and third party callers.</li> <li>• Ability to clearly identify case management plans.</li> </ul>

## Major activities

## Measures

### Manage High Risk Clients

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| <ul style="list-style-type: none"> <li>• Identify and assess clients who may be at risk of harm to self or other and respond within crisis intervention and emergency guidelines of On the Line.</li> <li>• Consult and work with the Team Manager on duty to assess and manage at risk clients as required by operational procedures.</li> <li>• Where the client is contacting the service about another person at risk, assess risk of the client and other parties as appropriate.</li> <li>• Manage caller complaints according to On the Line policy and procedures.</li> </ul> | <ul style="list-style-type: none"> <li>• Evidence that OTL risk policies and procedures are followed.</li> <li>• Call notes and relevant case records and forms are completed and any complaints and/or issues are escalated correctly and in a timely manner.</li> </ul> |
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### Service Provision

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| <ul style="list-style-type: none"> <li>• Be ready to respond to clients at the start of their rostered shift, and spend all the rostered time (except for allocated breaks) with clients or other appropriate, related business.</li> <li>• Adhere to work/ shift schedules as rostered and scheduled by OTL across various On the Line services (inbound and outbound calls, online text and video sessions, emails and forum responses).</li> <li>• Communicate relevant information to other Counsellors and Team Managers at critical hand-over periods.</li> <li>• Administer appointments for call back and booked services as required.</li> </ul> | <ul style="list-style-type: none"> <li>• Ensure adherence to schedule and level of productivity as required.</li> <li>• Complete all assigned work tasks as provided by OTL Management and Team Manager.</li> </ul> |
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### Personal and Professional Development

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| <ul style="list-style-type: none"> <li>• Work with designated Team Managers to identify own learning objectives, training and professional development needs throughout the year and through the performance review process.</li> <li>• Skill to new services and modalities.</li> <li>• Attend and participate in ongoing training and professional development sessions as required.</li> <li>• Review difficult calls with Team Manager and attend debriefing sessions as appropriate.</li> </ul> | <ul style="list-style-type: none"> <li>• Attend and actively participate in scheduled training, team meetings and performance reviews.</li> <li>• Achieve multi skilling to all existing and new service lines.</li> <li>• Evidence of participation in personal and professional development activities.</li> </ul> |
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## Major activities

## Measures

### Other/Administration

- Accurately enter statistical data about client contacts on the statistical database provided.
  - Keep up to date with internal emails and communications.
  - Comply with policy and ethical guidelines of the organisation.
  - Assist Service evaluations or research.
  - Use ICT systems in accordance with procedures.
  - Build a cooperative team relationship with all colleagues.
  - Assist in the development of organisation and new projects.
  - Assist in the orientation of new staff.
  - Other related tasks as required.
- Accurate input of necessary data into database.
  - Follows all company policies and procedures.

## 3. Decision making authority

- A Counsellor has no co-authorisation or decision-making authority.

## 4. Job competencies

- A current National Police Records check (or willing to apply for one)
- Working with Children Check (or willing to apply for one)
- Tertiary degree (of minimum three-year duration) in relevant discipline\*
- Minimum of three months' counselling experience (equivalent to 456 hours), demonstrating the ability to work in a strengths-based or solution-focused framework
- Knowledge of depression, anxiety and associated issues, particularly primary care pathways
- Demonstrated case management skills and experience
- High level of computer literacy with the ability to pick up new programs and systems quickly
- Competent writing ability (case notes etc.)
- Demonstrated ability to undertake needs assessment with callers, and manage calls within limited timeframes, depending on the needs of the callers involved
- Knowledge of and experience in crisis counselling, suicide prevention, child abuse and family violence issues

# Position Description



Demonstrated awareness and sensitivity to men’s issues and an ability to employ counselling approaches relevant to these issues and needs (desirable)

- Capacity to work comfortably within On the Line’s values and operating principles, including commitment to empowerment of staff as well as callers and a commitment to dealing with conflict openly
- Commitment to the Roster Requirements.

\* *Relevant discipline is one of Social Science, Social Work, Welfare Studies, Psychology or Counselling.*

## 5. Personal competencies

- Commitment to professional development, continuous learning and openness to feedback and coaching within a “real-time” assessment framework
- Understanding of team relationships and demonstrated ability to connect with and work collaboratively with others in a team environment
- Calmness and resilience
- Excellent interpersonal skills
- Excellent time management and priority setting skills
- Insightful, sensitive, patient and tactful, including the ability to give constructive critical feedback
- Reliable and punctual.

## 6. Dimensions & working relationships

<b>Team members supported</b>	<ul style="list-style-type: none"><li>• Nil</li></ul>
<b>Working relationships</b>	<ul style="list-style-type: none"><li>• Head of Operations and Service Development</li><li>• Workforce Planning Manager</li><li>• Operations Manager</li><li>• Service Centre Manager</li><li>• Other On the Line staff as required</li></ul>
<b>Shift requirements</b>	<ul style="list-style-type: none"><li>• As required</li></ul>

## 7. Positon description maintenance

<b>Effective Date:</b>	January 2018
<b>Conducted By:</b>	Operations Manager
<b>Approved By:</b>	Chief Executive Officer
<b>Last Review:</b>	March 2021
<b>Risk Rating</b>	<b>LOW</b> MEDIUM                  HIGH                  EXTREME

## 7.1 Version History

Version No.	Date	Amendments
30.1	15/03/2018	Change to employment status to include part time, casual and shift work