

POSITION DESCRIPTION

Role:	Telehealth and Online Mental Health Counsellor
Employment Type:	Fixed-Term, Full-Time, Part-Time, Casual
Business Unit/Branch:	Service Delivery
Position reports to:	Team Leader
Classification:	Health Professionals and Support Services Award – Level 3
Direct Reports:	Nil
Location:	Melbourne, VIC; Hybrid
Company overview:	<p>SANE is Australia's leading NGO for complex mental health. We are a medium-sized organisation (100 people with 60 volunteers), and we are driven, passionate and engaged. Our vision is an Australia where people affected by complex mental health issues live long and fulfilling lives, free from stigma and discrimination.</p> <p>We provide unique mental health services to those most in need, including counselling, peer support, groups, online forums, and art programs. In addition, we educate, reduce-stigma, advocate and drive systemic change.</p>
Position contact:	Name: Allison McAleer – Manager, Services Email: allison.mcaleer@sane.org

POSITION PURPOSE

As part of SANE Australia, Telehealth and Online Mental Health Counsellors play a key role providing a range of support options for people affected by complex mental health issues including their family, friends, and carers.

The Telehealth and Online Mental Health Counsellor provides support that is trauma informed, person centred and holistic, recovery oriented and culturally competent. This role will work cross functionally across the support centre to provide single session brief intervention counselling on the drop in line and multi session support via the SANE Guided Service.

In 2022 the Guided Service was established to support people with complex mental health issues to engage in psychosocial support coordination via our digital platform. This program is delivered in a multi session format with integrated peer support workers and access to peer led groups and forums.

The Guided Service and Drop-In Line are a part of the Service Delivery stream at SANE and work alongside dedicated Peer Support teams, Group programs and Online Forums.

KEY FUNCTIONS

Key Relationships:

- Service participants
- Peer Support Workers
- Counselling Team
- Programs and Services Staff

Key Accountabilities:

- Work with people with complex mental health issues and their supporters, families and carers to provide brief counselling and support services utilising evidence informed approaches within your scope of practice.
- Deliver Psychosocial support planning and coordination in a multi session format.
- Working with a degree of autonomy, deliver counselling services to people with complex needs through phone, video, webchat and email
- Deliver support through channels preferred by the service user.
- Provide 1:1 multi-session Counselling to Participants within the context of a Support Plan
- Conduct call backs when appropriate to service users in need.
- Send requested written information to service users.
- Ensure professional standards are upheld including privacy, confidentiality and duty of care as well as those relevant to professional registration requirements and scope of practice as applicable.
- Consistently display and promote high level commitment, integrity, and diligence in all aspects of work and decision-making.
- Ensure the delivery of evidence informed services and supports.
- Appropriately document contacts with service users to ensure SANE Support Centre Governance and Data Collection Policies are adhered to.
- Contribute to research and evaluation projects and the development of content across a range of mental health issues.
- Participate in, and develop skills and knowledge through, professional development and supervision sessions.
- Conduct suicide risk assessments and safety planning for high-risk callers or Participants and escalate to appropriate services as required.
- Recognise and respond to deterioration in mental state and escalate care and support in line with policies and procedures.
- Adhere to SANE's policies and procedures.

- Provide support, mentorship, supervision and training as required.
- Document accurate and thorough case notes & incident reports around encounters with service users in a timely manner.
- Maintain accurate and timely records of contacts and other activities utilising Salesforce, Microsoft Office, The SANE Forums and SharePoint.
- Engage in self-led wellbeing planning to support ongoing compassionate practice and professional resilience.
- Other duties as required.

Breakdown of cross functions:

The Counsellor, Telehealth Services works across:

Counselling – Guided Service	<p>Counsellors working in Guided Service provide multi-session counselling within the agreed model of care and clinical governance standards. Including accountabilities to:</p> <ul style="list-style-type: none"> ○ Facilitate support planning with participants and support persons ○ Schedule multi-session counselling sessions that align with person centred goals ○ Provision of multi-session counselling in accordance with practice standards ○ Coordinate additional supports within SANE and with external services as required
Counselling – Drop-in	<p>Counsellors working in Drop-In Support; provide single session trauma informed counselling. Including accountabilities to:</p> <ul style="list-style-type: none"> ○ Undertake initial assessment to determine clients immediate and medium-term needs ○ Provision of drop-in support counselling in accordance with practice standards ○ Facilitate client referrals to SANE Services including multi-session counselling ○ Signpost clients to SANE Welcome Team and/or external services where need arises
Online Forums	<ul style="list-style-type: none"> ○ Moderate conversations on SANE Forums in line with policies and procedures ○ Assess risk and ensure safety for staff and forums users ○ Capture, remove and document non-permissible content, based on the Community Guidelines ○ Attend to feedback/emails; replying, forwarding to appropriate individuals for action and following up as required

Quality, Safety & Clinical Governance

- Maintain an understanding of individual responsibility for participant and service user safety, quality & risk and contribute to organisational quality and safety initiatives.

- Follow organisational safety, quality & risk policies and procedures.
- Maintain a safe working environment for yourself, your colleagues and members of the public.
- Contribute to organisational quality and safety initiatives.
- Escalate concerns regarding safety, quality & risk to appropriate staff members, if unable to rectify yourself.
- Promote and participate in evaluation, audit and continuous improvement processes.
- Comply with principles of Person-Centred Care.
- Comply with SANE mandatory continuing professional development requirements.
- Comply with requirement of National Safety & Quality Digital Mental Health Standards and other relevant regulatory requirements.

People and Culture

- Demonstration of SANE values.
- Maintain respectful relationships and communications with all SANE Australia team members, partners and supporters.
- Actively embrace and value diversity and inclusion in the workplace
- Adhere to SANE's policies and procedures.

ESSENTIAL REQUIREMENTS

Qualifications and Experience

- Registration or eligibility to register prior to commencement with one of the following professional bodies:
 - AHPRA as a registered nurse, occupational therapist, psychologist.
 - PACFA – minimum provisional working toward full registration.
 - ACA- minimum level 2.
 - AASW/AMHSW – Full membership.
- Tertiary qualification in psychology, social work, counselling, nursing, occupational therapy.
- A minimum of two years relevant mental health work experience post qualification.
- Current National Police and Working with children check.

Skills & Expertise

- Demonstrated commitment to trauma informed, recovery oriented, person centred and culturally competent service provision.
- Demonstrated high level communication and interpersonal skills.
- A proven commitment to ongoing professional development, personal wellbeing and clinical supervision.
- An understanding of assessment and support planning, clinical reasoning and goal setting, problem solving, organisational and prioritisation skills.

- Demonstrated high motivation and willingness to learn with a commitment to professional conduct and SANE values.
- High reliability and professional conduct.
- Demonstrated ability to practice collaboratively and work effectively as part of a diverse and multidisciplinary team.
- Highly developed computer skills and digital service provision skills.
- Demonstrated commitment to cultural diversity and a working knowledge of equity and WHS principles in the workplace.
- Flexible and adaptable to work within a hybrid model.
- Ability to work across a diverse range of online service settings, tasks, and responsibilities.
- Commitment to attend the office a minimum of 2 days a week (pro-rata).

HIGHLY DESIRABLE

- Advanced qualifications in psychological therapies, alcohol and other drug, trauma informed care and practice.
- Suicide related knowledge and training, particularly ASIST training.
- Experience using Salesforce.
- Experience working or volunteering on a digital mental health service or in a similar environment.

PRE-EMPLOYMENT CHECKS

All appointments to SANE are subject to:

- Reference Checks
- Right To Work in Australia
- National Police Check
- Working with Children Check

Date PD Adopted:	May 2023
PD Review Date:	May 2025