

## Position Description

### The Role

Title:	Counsellor
Purpose Statement:	Help Centre Counsellor plays a key role provide a range of support options for people affected by complex mental health issues and for their family, friends and carers.
Team:	Service Delivery
Reports to:	Help Centre Operational Lead
Direct reports:	NIL
Location:	Melbourne
Employment Status:	Full time/Part time
Industrial Instrument:	Health Professionals and Support Services Award

### Key Functions:

#### Help Centre – General Support

- Direct provision of counselling, support, information and referrals to people with lived experience of complex mental health issues, carers, health professionals and others
- Provide telephone and webchat counselling and respond to email enquiries
- Respond to any other Help Centre related enquiries (from other channels)
- Conduct call backs when appropriate to service users in need
- Send requested written information to service users
- Ensure professional standards are upheld including confidentiality
- Appropriately document contacts with service users to ensure SANE Help Centre Governance and Data Collection Policies are adhered to
- Contribute to research projects and the development of content across a range of mental health issues
- Participate in, and develop skills through, professional development and supervision sessions
- Conduct suicide risk assessments and safety planning for high risk callers
- Promote access to other SANE services
- Support, mentor and train less experienced Counsellors when requested

#### Online Forum

- Moderate conversations on SANE Australia lived experience and carers forums according to current policy and procedures
- Assess risk and ensure compliance with SANE Australia's duty of care and relevant policies and procedure

- 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 and Safety

- Create, maintain, and foster a safe and mentally healthy workplace at all times.
- Maintain compliance in relation to information security standards and relevant compliance frameworks.

### People and Culture

- Embrace the SANE Australia values in everything you do.
- Maintain respectful relationships and communications with all SANE Australia team members, partners and supporters.
- Value the strengths of team members, partners and supporters, and contributing to an environment where all strengths are valued.
- Adhere to SANE's policies and procedures.

### Key Selection Criteria:

#### Qualifications

- Bachelor's degree in either psychology, social work or counselling
- Eligibility for membership with, or working towards full or provisional registration with, the appropriate professional body (AASW, AHPRA, PACFA, ACA).

#### Skills & Expertise

- Broad knowledge and understanding of mental illness and complex mental health issues, and the challenges and impact these have for people affected by them
- Experience providing counselling or support to vulnerable communities and/or vulnerable groups or individuals
- Familiarity with the social media space, e.g. Facebook, Twitter, Instagram
- Suicide related knowledge and training, particularly ASIST training
- Knowledge of trauma-informed practice
- Experience in utilising a strengths-based approach when working with people
- Thorough understanding of the single session model of support
- Experience working or volunteering on a digital mental health service or in a similar environment

#### Capabilities

- Excellent online communication and interpersonal skills
- Experience in the use of counselling micro-skills
- High level understanding of mental health issues, both theoretically and practically
- Compassion and enthusiasm for providing support to people affected by complex mental health issues
- High level of self-awareness and an ability to work within clear boundaries of responsibility
- Willingness to seek assistance and engage in supervision in order to maintain own wellbeing
- Able to work effectively by managing multiple tasks in a high demand environment
- Able to make decisions on own initiative regarding reasonably complex issues, in line with policy and procedures
- An ability to work both unsupervised and as part of a team
- Demonstrated ability to identify and solve any problems/obstacles arising in process of service delivery in collaboration with co-workers