

## Position Description

### The Role

Title:	<b>Counsellor, Drop-In Support</b>
Purpose Statement:	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. Counsellors provide support that is trauma informed, person centred and focused on recovery utilising the CHIME recovery framework.
Team:	Services
Reports to:	Team Leader, Counselling
Direct reports:	No direct reports
Location:	Melbourne (Preferred) / Sydney
Employment Status:	Full / Part time (Fixed Term contract to June 30 2023) / Casual
Industrial Instrument:	Health Professionals and Support Services Award – Level 3

### Key Functions:

- **Support Centre – General**
  - Direct provision of trauma informed counselling, support, information and referrals to people affected by complex mental health issues, including carers, health professionals and others.
  - Provide phone, video, webchat and email counselling.
  - Deliver support through channels preferred by the service user.
  - Respond to any other Support 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 privacy, confidentiality and duty of care.
  - Consistently display and promote high level commitment, integrity, and diligence in all aspects of work and decision-making in line with Counselling values and best practice.
  - Appropriately document contact 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 through, professional development and supervision sessions.
  - Conduct suicide risk assessments and safety planning for high risk callers
  - Promote access to other SANE service components.
  - Support, mentor and train less experienced Counsellors when requested.
  - Document accurate and thorough case notes & incident reports around encounters with service users.

- Maintain accurate and timely records of contacts and other activities utilising Salesforce, Microsoft Office, The SANE Forums and SharePoint.
- Uphold ethical guidelines and professional standards including self-care responsibilities, professional boundaries, and service boundaries in collaboration with your manager.

### Break down of cross functions

Counselling – DropIn	<p>Counsellors in the Drop-In Support team provide single session trauma informed counselling within a clinical governance framework. Including accountabilities to:</p> <ul style="list-style-type: none"> <li>○ Undertake initial assessment to determine clients immediate and medium term needs</li> <li>○ Provision of drop-in support counselling in accordance with practice standards</li> <li>○ Facilitate client referrals to SANE Services including multi-session counselling</li> </ul> <p>Signpost clients to SANE Welcome Team and/or external services where need arises</p>	70%
Counselling – Multi Session	<p>Counsellors in the Multi-Session team provide multi session counselling within the agreed model of care and clinical governance standards. Including accountabilities to:</p> <ul style="list-style-type: none"> <li>○ Facilitate support planning meeting with clients and support persons.</li> <li>○ Schedule multi-session counselling.</li> <li>○ Provision of multi-session counselling in accordance with practice standards.</li> <li>○ Signpost clients to external services where need arises</li> </ul>	30%
Online Forums	<ul style="list-style-type: none"> <li>○ Moderate conversations on SANE Australia lived experience and carers forums according to current policy and procedures</li> <li>○ Assess risk and ensure compliance with SANE Australia’s duty of care and relevant policies and procedure</li> <li>○ Capture, remove and document non-permissible content, based on the Community Guidelines</li> <li>○ Attend to feedback/emails; replying, forwarding to appropriate individuals for action and following up as required</li> </ul>	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 Relationships:

- N/A

### Essential Requirements - Key Selection Criteria:

- **Skills & Expertise**
  - Broad knowledge and understanding of complex mental health issues, and the challenges and impact these have for people affected by them.
  - Experience providing counselling or support to vulnerable individuals, groups or communities
  - Excellent communication skills – written, verbal and interpersonal
  - 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
  - Ability to make decisions regarding reasonably complex issues, in line with policy and procedures and to identify and solve any problems/obstacles arising in process of service delivery in collaboration with co-workers.
  - Knowledge of trauma-informed practice and experience in utilising a person-centred approach when working with people.
  - Thorough understanding of the single session model of support and experience in the use of counselling micro-skills.
  - Ability to work both unsupervised and as part of a team and effectively manage multiple tasks in a high demand environment.
  
- **Qualifications and Experience**
  - Tertiary qualification in psychology, social work, counselling or other related field.
  - Eligibility for membership with, or working towards full or provisional registration with, the appropriate professional body (AASW, AHPRA, PACFA, ACA).
  - Suicide related knowledge and training, particularly ASIST training.
  - 2 -3 years in a similar role.
  - Experience working or volunteering on a digital mental health service or in a similar environment.