Position Description

Clinician – Case Work Counsellor – Social Worker

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| **Award & grade:** | Community Health Centre Stand Alone Services SACS Multi Enterprise Agreement 2013-2015 |  |
| **Salary range** | Dependent upon qualifications and experience |  |
| **EFT** | 0.6 |  |
| **Reporting to** | Team Leader Counselling & Casework Program. |  |
| **Accountable to** | General Manager |  |
| **Tenure** | Ongoing subject to funding |  |
| **Direct reports** | Nil |  |
| **Location** | Lennox St and other NRCH sites as requested |  |
| **Date issued** | June 2017 |  |

Organisation Profile

**North Richmond Community Health (NRCH)** is committed to making healthcare more accessible and culturally relevant.

Our community health centre in Richmond provides a range of medical, allied health, dental and community services to clients from all backgrounds. We also provide specialist health services in other parts of Victoria, and work with health, government and community services around the country.

Position Objective

The Counselling & Casework Program offers low-income individuals and families living in the City of Yarra counselling and casework services and offers a number of group activities to address community need.

Key Responsibilities

* To provide relevant counselling and casework services to clients according to individual or family need;
* To offer a number of ‘Duty Social’ appointments each week in order to deal with short term or one-off client issues.
* To take responsibility for the design and delivery of group work that may be necessary in response to issues identified within the wider community and funding arrangements.

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Key Capabilities

**Client experience**

**1. Community relations**

* Is sensitive to clients’ heritage, traditions and identity.
* Actively listens to clients and passes on relevant information accurately and appropriately
* Responds in a prompt and sensitive manner to clients’ requests so that the client feels supported and accepted.
* Maintains basic awareness of current community issues.

**New and Different Approaches**

**1. Accountability**

* Seeks feedback to ensure work is consistent with expectations.
* Is committed to own professional and personal development.

**2. Ethics**

* Observes Code of Conduct, behaves ethically and seeks assistance with ethical dilemmas

**3. Program Development**

* Actively participates in team activities.
* Performs own roles and responsibilities efficiently to contribute to program objectives

**4. Learning and Development**

* Identifies own skills and skill needs in consultation with supervisor

**5. Innovation**

* Uses technology and software applications effectively in accordance with task requirements
* Identifies opportunities to do things better, develops ideas with others and assists with the implementation of routine changes.

**Working in Partnership**

**1. Change Management**

* Maintains a positive approach to change and adapts to new or different ways of working

**2. Partnerships and Collaboration**

* Builds collaborative relationships with the relevant people at NRCH.

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Key Selection Criteria

**Essential skills & experience**

* Demonstrated ability to provide social work services to individuals and families from diverse backgrounds with complex needs.
* Demonstrated ability to conduct assessment, develop goal directed care plans and provide advocacy with people from culturally and linguistically diverse backgrounds;
* Demonstrated experience in practicing a range of evidence-based therapeutic counselling interventions in line with experience and qualifications;
* Excellent written, communication, time management and organisational skills;
* Experience in using client databases and IT proficiency

**Essential attributes**

* Commitment to a social model of health consistent with community health philosophy
* Demonstrated ability to build and maintain professional networks and relationships with other service providers and agencies in the wider community;
* To be able to work with minimum supervision
* A minimum of three years professional social work experience, preferably in a community context.

**Qualifications \ Registration requirements**

* Recognised Tertiary Qualifications in Social Work, and eligibility to join the Australian Association of Social Workers;
* Current Working with Children check.
* Current Victorian Drivers licence.
* Valid Police Check or willingness to undertake one

Internal Training Requirements

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| --- | --- |
| **Topic** | **Timeframe for completion** |
| Induction Training | 3 months |
| Cultural Competency | 3 months |
| Hand Hygiene | 3 months |
| Child Safety | 3 months |

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Responsibilities and conditions of employment

All employees of North Richmond Community Health are required to follow specific common conditions of employment as outlined in the NRCHL Policy and Procedures Manual. Key responsibilities and conditions include

* Employment terms and conditions are consistent with National Employment Standards and relevant awards/agreements. Salary is set commensurate with funding, award/agreements, sector expectations and individual skills/experience relevant to the role.
* Employees are expected to conduct themselves in a manner consistent with organisation’s Code of Conduct, Scope of Practice, Employment Contract, Cultural Competency standards and all other policies and procedures.
* NRCH is committed to creating a child-safe environment and to the participation and empowerment of children. NRCH has zero tolerance of all forms of child abuse and all allegations and safety concerns will be treated very seriously. All NRCH staff and volunteers are required to contact authorities when they are worried about a child’s safety. If you believe a child is at immediate risk of abuse contact 000.
* Employees are expected to participate in the NRCH risk management and quality improvement systems by being aware of responsibilities to identify, minimise and manage risks and identify opportunities for continuous improvement in the workplace through communication and consultation with managers and colleagues.
* Employees are expected to contribute positively to a safe workplace by reporting hazards and incidents immediately to an OHS representative, committee member or manager. Employees must behave in a manner that fosters safe working practices.
* Adhere to NRCH infection control policies and procedures.
* Regular working hours will be negotiated but will be within operational hours. From time to time, some out-of-hours work may be required. Employees are expected to present for work on time, and follow notification guidelines when ill or late for work.
* Appointment is subject to a three-month probationary period, wherein performance will be reviewed prior to the expiry of the probationary period and an ongoing employment decision will be communicated.
* Performance is reviewed formally on an annual basis and all staff will have responsibility for an individually tailored work plan. All position descriptions are open to periodic review by management in consultation with staff.
* NRCHL provides a smoke-free environment, including within vehicles.
* The staff member may be required to perform other duties as directed, in accordance with training, skills and experience.

Further Information

For enquiries relating to this position, contact:

**Sally Swan** | Team Leader | [|sallys@nrch.com.au](mailto:|sallys@nrch.com.au)