

# Position Description

<b>Position Title</b>	Casework Counsellor
<b>Division</b>	Counselling and Casework Program
<b>Classification Grade and Level</b>	Dependent Upon Experience
<b>Enterprise Agreement / Award</b>	Community Health Centre Stand Alone Services SACS Multi Enterprise Agreement 2017
<b>Employment Terms</b>	Full Time – Fixed Term Contract until 30/06/2022
<b>Reports To</b>	Program Manager, Counselling and Casework
<b>Ordinary Location</b>	23 Lennox Street, Richmond
<b>Vaccination Status</b>	Current and compliant with the Victorian Health Care

## Organisation Profile

**North Richmond Community Health (NRCH)** is committed to making healthcare more accessible and culturally relevant. It works with community members to support social justice principles which afford all people the right to dignity, respect, and the highest quality of care. With the recent addition of Victoria's first Medically Supervised Injecting Room, NRCH is dedicated to combating stigma and discrimination experienced by people who use drugs, and improving their quality of life.

NRCH 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.

Website Information: [www.nrch.com.au](http://www.nrch.com.au)

## Position Purpose

Community Health Centres across Victoria provide counselling and casework services that focus on people with chronic ill health, young people and their families and people with complex and multiple problems, including mild to moderate mental health problems. The Counselling & Casework Program offers low-income individuals and families living in the City of Yarra 3- 6 months of counselling and casework services and offers a number of group activities to address community need. Counselling and casework services can be reviewed and extended dependent on need. This position is being funded to support the increased challenges that individuals and families may face due to the COVID-19 Pandemic, who access services or are identified by NRCH as requiring support.

The key roles of the clinician are:

- To provide relevant counselling and casework services to clients according to individual or family need;
- Work with the High-Risk Accommodation Response (HRAR) Project team to identify any vulnerable individuals, families or communities who may require increased support during the COVID-19 Pandemic;
- 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.
- Provide Supervision to Community members working with the HRAR project.

### Key Responsibilities/Skills

- Attend weekly allocation meetings to consultatively agree on case distribution based on expertise and experience;
- Carry a caseload of approximately 15-20 active clients depending on intensity of the required work and provide a minimum of four 'Duty Social' appointments per week. Caseloads will be renegotiated when undertaking group work;
- Regular delivery of therapeutic group work program on topics relevant to the needs of the community e.g: Family Violence, Mental Health Self Help Group, etc.
- Provide client assessment and develop targeted case plans for intervention;
- Provide counselling interventions using a number of evidence-based techniques in line with experience and competence;
- Provide clients with targeted case work including advocacy, case conferencing and case co-ordination where needed using a strengths based practice model;
- Via casework build client capacity to access housing, vocational training and employment, education, income support, social and recreational activities, health promotion, and immigration services.
- Provide information and referral, supported if needed, to appropriate internal and external services and agencies;
- Identify new needs within the community and design and deliver group work solutions in accordance with funding arrangements;
- Ensure all services are culturally appropriate and accessible and use interpreting services as needed;
- Provide secondary consultation and support as needed to other NRCH staff;
- Build and maintain external relationships by attending meetings, committees, forums and events;
- Liaise with relevant internal and external organisations to advocate for improved access to services for people from culturally and linguistically diverse backgrounds;
- Continue to reflect upon and develop personal practice undertaking regular, professional development and maintain registration with appropriate professional bodies;
- Build positive and cohesive working relationships with all team members, management and colleagues at NRCH.
- Contribute to building a positive team atmosphere of trust, respect and openness while respecting colleagues' rights to hold differing views;
- Partake in clinical supervision to ensure best client outcomes and to monitor clinician performance against objectives;

- Maintain current, comprehensive and accurate client case files, care plans and statistical data as required, ensuring client confidentiality;
- Maintain registration with appropriate professional bodies;
- Adhere to professional Codes of Ethics and uphold organisational standards of client care.

## Key Capabilities

### Communication:

- The ability to present information clearly and persuasively and seek out the ideas and views of others.
- The capacity to communicate appropriately in a variety of settings, while being consistently professional, concise and engaging.
- The ability to present well-constructed written communication.

### Decision making:

- The ability to coordinate information from a variety of sources; identify, define, and analyse operational problems and situations and anticipate potential roadblocks.
- Solutions focussed approach to problem solving.

### Leadership:

- The ability to inspire and guide individuals including the meaningful link between NRCH's Strategic plan and the individual's role in day to day operations.
- The ability to build capacity within the team s to develop and strengthen specific knowledge and skills needed to provide quality client care and promote self-responsibility for learning.

### Teamwork:

- The ability to collaborate with colleagues to seek solutions that are beneficial to all groups as well as forge successful teams among individuals with diverse perspectives and skills.

### Action Management:

- Ensure the timely delivery of initiatives, prioritise issues and organize activities to optimize outcomes.

### Interpersonal Relations:

- Understand the importance of fostering positive relationships with co-workers and relevant external organizations.
- Treat all stakeholders with dignity, respect and fairness. Strive to alleviate any negative impact of decisions on people.
- Deal with differences of opinion fairly before they escalate into conflict and seek common ground among individuals when opinions differ.

### Client Focus:

- The ability to identify and respond to the needs of the community.
- An understanding of the social model of health, clients' rights and responsibilities, health promotion and community participation concepts and the ability to integrate these concepts into action within the Program.
- Actively implements and seeks client feedback in line with organisational Client Feedback policy.
- Engages consumers in planning, design, delivery and measurement and evaluation of systems and services.

### Personal:

- At all times, maintain a standard of conduct, reflective of the NRCH Code of Conduct, and those of relevant professional codes.

<ul style="list-style-type: none"> <li>• Set annual goals for themselves in conjunction with the General Manager and participates in their own annual Performance Management.</li> <li>• Maintain an effective personal professional development plan.</li> </ul>	
<b>Qualifications</b>	
Essential	<ul style="list-style-type: none"> <li>• Relevant Tertiary Qualifications; Social Work, Counselling, Psychology, Social Sciences.</li> <li>• Valid Police Check or willingness to undertake</li> <li>• Working with Children check</li> <li>• Current Victorian Drivers Licence</li> </ul>
<b>Experience</b>	
Essential	<ul style="list-style-type: none"> <li>• Demonstrated experience in practicing a range of counselling interventions particularly with people from culturally and linguistically diverse backgrounds;</li> <li>• Demonstrated ability to conduct assessment, develop case plans and provide advocacy and case work interventions particularly with people from culturally and linguistically diverse backgrounds;</li> <li>• Demonstrated ability in delivery of therapeutic group work programs.</li> <li>• Demonstrated understanding of a range of complex client issues including family issues, high prevalence mental health disorders, family violence and issues pertaining to newly arrived and emerging communities including refugees and asylum seekers.</li> <li>• Demonstrated ability to build and maintain professional networks and relationships with other service providers and agencies in the wider community;</li> <li>• To be able to conduct client work to a highly ethical and professional standard and to work with minimum supervision.</li> <li>• Experience in developing and delivering group work interventions</li> </ul>
Desirable	<ul style="list-style-type: none"> <li>• Experience in delivering Supervision</li> <li>• A community language will be highly regarded.</li> </ul>
Essential Attributes	<ul style="list-style-type: none"> <li>• Excellent written, communication, time management and organisational skills;</li> <li>• Experience in using client databases and IT proficiency and the ability to maintain professional standards in case noting and client records.</li> </ul>
<b>Appointment is subject to:</b>	
<ul style="list-style-type: none"> <li>• Successful National Police Check and International Police Check, if applicable.</li> </ul>	

- Evidence of current Working with Children check

**Physical Demands of the role:**

- Sitting for long periods of time
- Frequent walking and moving through stairs in the building
- Ability to work in Moderate Stress;
- Ability to adapt to change in the work place;
- Working with clients who are distressed / Uncooperative / Unpredictable.

**Internal Training Requirements**

Topic	Timeframe for completion
NRCH Code of Conduct	1 months
Cultural Competency	1 months
Hand Hygiene	1 months
Child Safety	2 months
Occupational Health and Safety	1 months
Conflict Negotiation	2 months
Aboriginal Cultural Safety	2 months

All NRCH appointments must:

- 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.
- Create and provide 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.
- 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.
- 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.
- Present for work on time, and follow notification guidelines when ill or late for work or applying for leave.
- Be subject to a six-month probationary period, wherein performance will be reviewed prior to the expiry of the probationary period and an ongoing employment decision will be communicated.



- Participate in annual performance reviews where 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.
- Participate in NRCH Accreditation processes as required;
- Work in the guidelines of the NRCH smoke-free environment, including within vehicles.
- Be willing to perform other duties as directed, in accordance with training, skills and experience.

**Further Information**

For enquiries relating to this position, contact Human Resources on [workforus@nrch.com.au](mailto:workforus@nrch.com.au).

*I understand and have read the above Position Requirements and hereby declare that I am:*

- 1. suitably qualified and experienced to undertake the duties described herein; and*
- 2. physically able to undertake the duties herein described without modification.*

\_\_\_\_\_  
**SIGNATURE**  
**[INSERT NAME]:**

\_\_\_\_/\_\_\_\_/\_\_\_\_  
**DATE:**

## Job Demands Checklist

North Richmond Community Health endeavours to provide a safe working environment for all staff. The table below describes the demands and risk factors associated with this job. Applicants must review this information to ensure they can comply with these requirements. Successful applicants will be required to sign the acknowledgment at the end of the position description to confirm their ability to perform the job demands of this position.

Frequency definitions:	
<b>I = Infrequent</b>	Activity may be required very infrequently
<b>O = Occasional</b>	Activity required occasionally, not necessarily all shifts
<b>F = Frequent</b>	Activity required most shifts, up to 50% of the time
<b>C = Constant</b>	Activity that exists for the majority of each shift and may involve repetitive movement for prolonged periods
<b>N/A = Not Applicable</b>	Activity not performed

Aspects of Normal Workplace		Frequency				
Demands	Description	I	O	F	C	N/A
<b>Physical Demands</b>						
Sitting	Remain seated to perform tasks			x		
Standing	Remain standing to perform tasks			x		
Walking	Periods of walking required to perform tasks				x	
Bending	Forward bending from waist to perform tasks		x			
Kneeling	Remaining in a kneeling position to perform tasks	x				
Lifting/Carrying	Light lifting and carrying		x			
	Moderate lifting and carrying		x			
	Assisted lifting (mechanical, equipment, person assist)	x				
Climbing, Working at Heights	Ascending and descending ladders, steps, scaffolding					x
Pushing/ Pulling	Moving objects e.g. trolleys, beds, wheelchairs	x				
Reaching	Arms fully extended forward or raised above shoulder	x				
Crouching	Adopting a crouching posture to perform tasks					x
Foot Movement	Use of leg and/or foot to operate machinery					x
Head Postures	Holding head in a position other than neutral (facing forward)	x				
Fingers/Hand/ Arm Movement	Repetitive movements of fingers, hands and arms e.g. computer keyboarding				x	
Grasping/Fine Manipulation	Gripping, holding, clasping with fingers or hands	x				
Driving	Operating a motor vehicle e.g. Use of hospital cars, deliveries, visiting clients, tractor, ride on mower, forklift, bus etc.			x		
Using role specific tools/equipment	Floor Polishing Machines, Floor Scrubbing Machines and Vacuums					x

Aspects of Normal Workplace		Frequency				
Demands	Description	I	O	F	C	N/A
<b>Psychosocial Demands</b>						
Distressed People	Highly emotional people crying, upset, unhappy, depressed. Eg. Emergency or grief situations			x		
Aggressive/ Unpredictable People	Raised voices, yelling, swearing, arguing. Eg. Drug/alcohol, dementia, mental illness			x		
Exposure to Distressing Situations	Eg. Child abuse, delivering bad news, viewing extreme injuries, viewing deceased		x			
<b>Environmental Demands</b>						
Security Concerns	Concerns about safety and security of self, accessing and leaving work, performing duties		x			
Noise	Environmental/background noise necessitates people raising their voice to be heard		x			
Confined Spaces	An enclosed or partially enclosed space that is not designed or intended primarily to be occupied by a person					x
Biological Hazards	Eg. Exposure to body fluids, bacteria, infection diseases requiring PPE	x				