

Position Description

B.well Counsellor



Position summary

Reporting to the Program Manager, the Counsellor's role actively facilitates improved well-being for people. B.well supports people with mental health concerns who may also be interested in support around the impact of their use of alcohol or other drugs. The counsellor supports them to connect with others, focus on their strengths, maintain a healthy lifestyle and lead a fulfilling life. This includes a range of support services including psycho-education, peer support groups, therapeutic programs, individual support, activities programs, life skills programs, early intervention, health programs and music therapy. The role is mobile and operates from both an office space and also with participants in the community.

Organisational relationships

Direct reports: Nil

Internal and external relationships

Internal relationships involves team and staff engagement and collaboration

External relationships may include families and carers, Primary Health Network, Alcohol and other drug (AOD) professionals, mental health clinicians, GP's, agents for housing, Medicare locals, Community Mental Health Service Providers and the broader community

Responsibilities	Outcomes
Counselling	
Build, mentor and model open, supportive, trusting, appropriate and effective professional relationships with participants as part of their recovery	A highly professional and respectful standard of service is provided in consultation with participants and within a motivational enhancement framework.
Provide both individual and group counselling	There is evidence of both individual counselling and group facilitation taking place.
Encourage learning experiences, and support social and living skill development at every opportunity	Through positive self-care strategies, there is increased vocational competence and access to the community
Utilise a strength based approach to support the participant to manage self-care and understand addiction.	Feedback from the participants indicate that there is greater understanding of their needs and positive strategies to manage them.
Tailor activities to meet participant needs.	There is evidence of active involvement in group programs and other activities. A range of activities from learning and being creative to life skills, meditation or physical activity is on offer.

Responsibilities	Outcomes
Case management	
Case manage participants for in a holistic manner for optimal outcomes.	Effective case management is carried out taking into consideration different cognitive, behavioural, emotional, social, physical and spiritual needs. There is positive feedback from participants about the program delivery.
Refer families and stakeholders to other services.	Families and stakeholders are referred to other outreach services as appropriate.
Ensure there is compliance with requirements.	Legislative, contractual and audit inspection framework requirements are met.
Intake and assessment support	
Respond to queries and offer support to potential participants.	There is consultation with the Intake team, the Program Manager, potential participants and stakeholders.
	Intake records are maintained with details of referrer, presenting problem and outcome.
	Risk assessment processes are undertaken.
	Meetings are organised with potential participants and comprehensive assessment takes place
	Referrals are made to other support services that better meet participant needs.
Representation and Networking	
Develop and maintain a working knowledge of mental health, AOD and other relevant agencies/services.	Connections with mental health services, AOD services, primary health services and other stakeholders, including carers and other service providers are built and maintained
Actively liaise with relevant agencies and other service providers, regarding participant progress and participation.	Relevant agencies are provided with appropriate information to support the participant and grant them access to services they need.
Attend interagency and Buttery networking groups as directed.	Interagency and Buttery meetings are attended as appropriate.
Administration and reporting	
Maintain participant files and undertake other administrative tasks as required.	Accurate case notes/ files/paperwork/data input/reports are maintained and updated.
Collect data to support future programs.	Sufficient data is available to ensure there is evidence of the program's effectiveness.
	There is participation in research projects as required.
Team support	
Participate in peer and clinical supervision processes.	There is adequate preparation and active participation in peer and clinical supervision.
Participate in informal and formal case conferences, staff meetings and planned meetings.	There is active contribution in meetings to reach key program and clinical decisions.

Work autonomously and as part of a team.	A strong work ethic, respect, punctuality and commitment to service is demonstrated to ensure all team members are well supported. Assigned tasks are carried out in a timely manner.
General	
Be compliant with WHS requirements and take reasonable care to ensure your own safety and health and that of others. Abide by their duty of care provided for in the legislation. Ensure you do not place others at risk by any act or omission. Ensure you do not interfere with safety equipment.	There is demonstrated compliance with WHS requirements to ensure a safe and healthy workplace. This includes abiding by the non-smoking directive at work sites and compliance with any pandemic directives and protocols. Any injury, hazard or illness are reported immediately, where practical, to your manager/coordinator.
Take an active role in building your resilience and preventing psychological injury. Take reasonable care for your health and safety and that of others who may be affected by your conduct.	The importance of wellbeing and self-care as a part of resilience is acknowledged. Strategies are implemented to maintain personal wellness and resilience. Clinical supervision or other supports are utilised, when needed.
Be compliant with codes, guidelines, policies, procedures, legislation and Standards and proactively engage with Buttery continuous quality improvement.	Codes, guidelines, policies, procedures, legislation, Standards and quality improvement processes are adhered to at all times. Changes and improvements are supported. All mandatory training programs and team meetings are attended. There is mandatory reporting of any suspected incidents of child abuse.
Support an environment free from discrimination, harassment, bullying and model appropriate standards of professional behaviour in the workplace.	Interactions with colleagues, participants and stakeholders are undertaken in a courteous manner. Cultural and linguistic diversity is taken into consideration. There is positive feedback from others regarding your interactions.
Other duties relevant to the role as requested by the Manager	

Selection criteria

Qualifications and checks

- Relevant tertiary qualifications at diploma level or higher in areas such as community services/ social work/psychology/mental health
- Current and valid Driver's Licence with an ability to undertake travel around the region
- A satisfactory Criminal Record Check and Working with Children Check
- Current COVID vaccination and First Aid certificate

Professional skills and experience

- Demonstrated experience working in a recovery orientated mental health environment coordinating care for persons with complex support needs co-occurring with serious mental health issues and other issues such as homelessness, trauma, contact with the criminal justice system and family and cultural separation
- Proven experience in undertaking complex negotiations, resolving conflict, building partnerships and addressing resistance.
- Experience in delivering one on one counselling and group facilitation
- Computer literacy in MS Office, video conferencing applications and a variety of databases.
- Familiarity with a range of referral services in the local area
- Demonstrated commitment to cultural diversity, equal employment opportunity, legislative compliance and workplace health and safety

Interpersonal skills

- Strong communication skills and the ability to collaborate as part of team
- Ability to work autonomously and use time effectively
- A reasonable level of resilience to fulfil the demands of the role
- Self-reflective with the ability to review own work practices and maintain boundaries

Agreement

These conditions of employment, your duties and location may be varied by The Buttery during the term of your employment. The position description duties are to read in conjunction with the terms and conditions that form your contract of employment.

I accept and agree to the duties in this position description. I understand and agree to abide by the terms and conditions stipulated.

Signature _____

Name _____ Date _____