



Our Vision
People living well
Our Values

We care – We work together – We achieve – We learn – We innovate

Position Description

Name:		Date:	
Position Title:	Generalist Counsellor		
Reporting to:	Clinical Lead Counselling		
Direct Reports:	Nil		
Budgetary Responsibilities	Nil		
Liases with Internally	Gateway Health staff members in Counselling and Support Program primarily, and across all programs as required		
Liases with Externally	Sector-relevant service delivery agencies, networks, peak bodies, and partner organisations including but not limited to: community mental health services; community health services; public health services; government agencies; and education and training institutions. North East & Border Mental Health Service (NEBMHS), Child & Adolescent Mental Health Service (CAMHS/NECAMHS), Upper Hume Primary Care Partnership (UHPCP), and Hume Riverina Counselling Network (HRCN) are some specific examples.		
Position Context	The purpose of this position is to provide professional and confidential counselling services in a safe, supportive and non-threatening environment to individuals (aged 18 and older). The Generalist Counsellor supports a wide range of clients towards improved mental health and well-being by applying a client-centred approach, working with clients' strengths, and drawing upon a robust array of counselling and/or therapeutic models, skills, techniques, and modalities.		
Organisation Context	<p>Gateway Health is a not-for-profit Company limited by guarantee and a registered Community Health Service under the Health Services Act 1988 (VIC).</p> <p>Our Vision: People living well Our Mission: Gateway Health provides primary health care & support to all in our community & focuses on providing services to those with the highest risk of poor health Our Values: We care – We work together – We achieve – We learn – We Innovate</p> <p>These five values reflect the way we interact with consumers, our approach to service delivery and how we look after each other. Gateway Health strives for an achievement culture that encourages innovation and initiative. We build and foster strengths-based programs that focus on support and recovery. Our staff are our greatest asset. Services are delivered by over 350 staff at sites in Wodonga, Wangaratta and Myrtleford in Victoria, and through outreach services provided across North East Victoria and Southern NSW. Gateway Health services include medical practices, allied health, refugee health and sexual health; health promotion; alcohol and other drug services including home-based withdrawal; chronic disease management; Indigenous programs; aged care services including assessment; NDIS services; counselling services, family violence, men's behaviour change, Gambler's Help; and mental health programs including headspace, youth services, young parenting and family support programs. Currently, Gateway Health also delivers bushfire recovery case management support to families affected by the 2019/2020 bushfires across six LGAs, and is working with these communities to help build sustainable food systems and community resilience.</p> <p>Review of Position Descriptions This position description will be reviewed annually, during annual appraisal, when the position becomes vacant, or as deemed necessary.</p>		

Code of Conduct	<p>Employees are expected to, at all times:</p> <ul style="list-style-type: none"> • Adhere to the Gateway Health Code of Conduct including the child safe procedures • Maintain a high professional standard and work with integrity • Develop collaborative working relationships • Communicate with respect • Maintain a client focus • Adopt a Continuous Quality Improvement approach • Work within legislative and compliance frameworks 	
Best Practice		
<i>(Knowledge & application of skills required for this position. Knowledge & understanding of equipment, legislation, policies & procedures)</i>		
Key Responsibilities	Agreed Achievements	
<ul style="list-style-type: none"> • Provide direct service to clients within an agreed program scope and at a high standard of quality. • Participate in the development, implementation, and evaluation of clinical procedures, tools, workflows, standards, and models of care for continuous improvement of service delivery in counselling practice. • Respond to and report on clinical incidents and critical incidents, with due attention to risk assessment and incident response procedures. • Assist with debriefing and support to staff, including in critical incidents and high-risk situations. • Undertake other tasks and projects with due care, skill, and discretion as directed by the Program Manager Counselling and Support. 	<ul style="list-style-type: none"> • Clients receive high-quality care towards desired outcomes through appropriate, skilled, and ethical practice of a wide range of clinical interventions • Individual performance outcomes meet or exceed committed service delivery targets and contractual obligations • Counselling clinical procedures, workflows, standards, and models of care reflect best practice and progress for the relevant service areas, client cohorts, and broader policy frameworks. • Clinical incidents, including compliments, feedback, and complaints are addressed and documented using the appropriate tools, procedures, and systems. • Direct service and other tasks are carried out effectively and efficiently. 	
Research, Leadership and Education		
<i>(Demonstrated experience and understanding of the need for continuation of personal & professional development)</i>		
Key Responsibilities	Agreed Achievements	
<ul style="list-style-type: none"> • Continually develop both personally and professionally to meet the changing needs of your position, career and organisation. • Complete mandatory training as required by organisation and ensure that Program team mandatory training is completed. • Contribute to service development efforts for the translation of relevant research and policy into Gateway Health clinical practice in counselling. • Participate in or support the effective implementation of student placements, research fellowships, and similar training initiatives. 	<ul style="list-style-type: none"> • Maintain professional development as required by the relevant professional body. • 100% compliance within all agency mandatory training. • The provision of evidence-based practice in line with funding requirements. • Individual professional development and self-care plans are carried out effectively. • Participating students, researchers, and others in research or educational placements report positive outcomes from their engagement with the agency. 	
Team, Culture Building and Communication		
<i>(Communication & interpersonal skills including dealing with internal & external stakeholders)</i>		
Key Responsibilities	Agreed Achievements	
<ul style="list-style-type: none"> • Under the direction of the Program Manager Counselling and Support, contribute to the design and implementation of program operational plans that achieve Gateway Health strategic and service plans. • Address any issues of concern or non-performance in a timely manner. 	<ul style="list-style-type: none"> • Study and apply new or adjusted procedures, workflows, standards, models of care, and policies, as well as their associated impacts. • Individual behaviour is congruent with organisational values, behaviours and goals. 	

<ul style="list-style-type: none"> Develop and maintain professional and collaborative relationships with internal and external stakeholders. Participate regularly and productively in team meetings. Access appropriate clinical supervision and professional development opportunities. 	<ul style="list-style-type: none"> Effective working relationships across Gateway Health are established and maintained. Conflicts amongst colleagues are resolved and managed respectfully.
Clinical and Administrative Systems <i>(Org processes, admin & documentation requirements, professionalism & timely reporting)</i>	
Key Responsibilities	Agreed Achievements
<ul style="list-style-type: none"> Ensure relevant clinical documentation is completed to required timeframes and standards of quality. Maintain proficiency in the use of Gateway Health software systems including clinical information management, human resource management and communications tools. Produce accurate and timely reports for internal and/or external purposes as required. 	<ul style="list-style-type: none"> Clinical documentation is prepared and completed in accordance with Gateway Health policies, procedures, and standards as demonstrated by regular audits of client files. Internal and external reports and acquittals are completed up to standard and on time.
Quality, Safety and Compliance <i>(commitment to ensuring quality services are delivered to both internal and external clients through continuous improvement)</i>	
Key Responsibilities	Agreed Achievements
<ul style="list-style-type: none"> Actively assess, manage and where possible mitigate workplace risk including OH&S, consumer related risk, reputation risk and personal risk. Contribute to an understanding within the Program Team of individual responsibility for consumer safety, quality and risk and adherence to the relevant policies, procedures and guidelines. Contribute to service improvement through the development, implementation and review of program processes and procedures. Ensure a safe working environment for yourself, your colleagues and members of the public. Identify, report and manage risks and ensure actions are taken to prevent and minimise harm to consumers and the Gateway Health workforce. Contribute to organisational quality and safety initiatives. Comply with requirements of the service standards applicable to service delivery and other relevant standards, regulations and legislative requirements. 	<ul style="list-style-type: none"> Report risk to your Manager and relevant Gateway Health employees, and utilise current risk management tools and procedures available. Ensure policies, procedures and codes are complied with at all times. As outlined in the Code of Conduct ensure all interactions are undertaken in accordance with the behaviour set. 100% completion of performance reviews. Completion of induction programs within set timeframes. Exhibit workplace practice, actions and behaviours in line with Gateway Health's Well-being Framework. Ensure work practices comply with Gateway Health's Continuous Quality Improvement principles. Positively embrace and adopt change as it occurs. Protect the rights, safety and wellbeing of children and provide a child-safe environment.
Qualifications, Skills and Other Requirements	
Key Responsibilities	Agreed Achievements
<ul style="list-style-type: none"> Tertiary qualifications in but not limited to Counselling, Social Work, Psychology, Mental Health, Occupational Therapy, and Behavioural or Social Sciences. Provide evidence of annual renewal of registration to practice (as required) 	<ul style="list-style-type: none"> Demonstrated evidence of ongoing professional development. Demonstrated evidence of ongoing regular clinical supervision.

Key Selection Criteria

Applicants MUST address the Selection Criteria below when completing an employment application

Essential

- Demonstrated ability to behave in accordance to the Gateway Health Values of *We Care, We Work Together, We Achieve, We Learn, We Innovate*.
- Tertiary qualifications in Counselling, Social Work, Health Sciences, Psychology, Behavioural and Social Sciences or relevant equivalent studies and extensive experience in counselling, welfare or health fields.
- Demonstrated experience in direct clinical service provision through various counselling and/or therapeutic interventions to clients across the lifespan, diverse backgrounds, and with a range of clinical presentations.
- Demonstrated capacity to effectively function in a multidisciplinary team, ideally including cross-sector initiatives and partnerships with a wide range of professional organisations and stakeholders.
- Excellent skills in engaging and working with teams to develop cohesive, strengths-based and supportive working environments.
- Highly developed skills in report writing, record keeping, and other computer skills.
- Current Australian Drivers Licence or accepted International Drivers licence

Desirable

- Bachelor's degree or higher in a relevant discipline or profession as described above
- Experience in applying different clinical procedures, tools, workflows, standards, and models of care relevant to counselling practice or other healthcare settings
- Verbal and written proficiency in language/s other than English

Gateway Health is committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, ethnicity, religion, gender, gender identity or expression, sexual orientation, genetics, disability, age, or neurological status.

Inherent Requirements

Gateway Health has a duty of care to all staff. The purpose of this section is to ensure that you fully understand and are able to perform the inherent requirements of the position (with reasonable adjustments if required) and that you are not placed in an environment or given tasks that would result in risks to your safety or the safety of others. The position may require the following tasks among other things:

- Limited manual handling (pushing, pulling, lifting, holding, carrying)
- Sitting, standing, bending, reaching
- Computer work, data entry
- Use of personal protective equipment
- Driving motor vehicles
- Dealing with anxious or upset staff, consumers or members of the public
- Work at and travel to other locations may be required

Award and Conditions

- Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2017
- Social and Community Services Employee Level 5, dependent on qualifications and experience
- 0.6 FTE (22.8 hours/week)
- Fixed term until 30 June 2021. Possibility of ongoing role subject to funding.
- Salary packaging as per agency policy
- Based in either Wodonga or Wangaratta with regular travel between Gateway Health sites expected

Performance Monitoring

An initial review of performance will be undertaken within six (6) months and then formally reviewed every 12 months based upon this position description.

Last Appraisal Date	
Next Appraisal Date	

I acknowledge:

- That I will observe child-safe principles and expectations for appropriate behaviour toward and in the company of children.
- That Gateway Health has a zero tolerances of child abuse and all allegations and safety concerns will be treated very seriously. For more information refer to Gateways Health's Child Safety Standards procedure.
- That I have read and fully understand the Position Description and Inherent Requirements of the position
- I agree that I have the physical and psychological ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.
- I understand that the information provided is a general outline and may not encompass every aspect of the position.
- Gateway Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected staff member(s).
- I understand that this is separate to the Employment Agreement that I will sign, outlining the terms and conditions of my employment.

Accepted by: _____

Employee Signature: _____ **Date:** _____

Print Name: _____