

Position Description			
Name	Counsellor	Date	12/07/2022
Position Title	Generalist Counsellor including Gambler's Help Portfolio		
Department	Counselling and Wellbeing		
EBA / Award	Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2017 Social and Community Severices Employee Level 4-5, dependent on qualifications and experience Salary Packaging as per agency policy		
Classification	1.0 FTE (5 days per week) 2 year contract Initial 6-month probationary review and then annual performance appraisal.		
Primary Site	Wodonga or Wangaratta Occasional travel to other Gatway Health sites may be required Provision of after hours appointments may be required		
Reporting to	Gambler's Help Co-ordinator		
Liases with Internally	Gateway Health staff members in Counselling and Wellbeing Programs including Gambler's Help and Intake primarily, and across all agency 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.		
Program Information	<p>The Generalist Counselling service aims to improve wellbeing by offering supportive counselling, therapy and practical support, adovocacy, referral and links to other services as needed.</p> <p>Generalist Counselling can assist with a wide range of issues, such as family and relationship issues, coping with chronic illness, depression, anxiety and related mental health conditions of which often intersect with gambling harm.</p> <p>The Gambler's Help portfolio operates as an integrated sysem of preventative, early intervention and treatment initiatives aimed at addressing gambling related harms for individuals and affected others.</p> <p>Close working relationships, robust referral procedures and care coordination between Counsellors, Financial Counsellors and other treatment professionals are critical for delivery of an integrated, holistic, person-centred approach.</p>		
Purpose of the role	The purpose of this position is to provide professional and confidential counselling services in a safe and supportive environment to individuals. The 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 evidence based counselling and/or therapeutic models, skills, techniques, and modalities. The Counsellor will assist individuals, families and affected others to manage gambling related harms and assist individuals to reduce or stabilise gambling behaviours.		

About Gateway Health

Gateway Health is a not-for-profit Company limited by guarantee and a registered Community Health Service under the Health Services Act 1988 (Vic).

Vision: People Living Well

Our Purpose: To provide care and services that connect the community and strengthened individual and population health and wellbeing

Our Values: Values reflect the way we interact, connect and work with every client, with partners, with volunteers and with one another. Principles shape the way we plan and design our services and business systems. Together they underpin organisational culture, strategy and the way we deliver our services.

We CARE – We ACHIEVE – We LEARN – We WORK TOGETHER – We INNOVATE

Our Principles:

- We **advocate for** fair and equitable access to health care and wellbeing services for all.*
- We **respect** the strength of individuals and the community, and their capacity to recover from adversity.*
- We **recognize** the importance of adaptability and responsiveness to enable us to deliver on our commitment to the community.*
- We **actively listen** and work alongside the community and each other to design and deliver better solutions.*
- We **believe** a learning culture is critical to enhancing the wellbeing of staff, clients and the community.*
- We **contribute to creation** of a connected and integrated health and community care system to achieve the best outcomes for our clients and community.*

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.

The organisation employs over 380 staff providing a range of primary health and welfare services across the Ovens Murray region in North East Victoria and parts of Southern New South Wales. Gateway Health serves all people, and is committed to improving individual and population health outcomes. We will do this by providing health care and support to individuals and communities in times of need, and by actively working with our partners to address the social and environmental determinants of health. They are delivered through a mix of centre-based services in Wodonga, Wangaratta and Myrtleford, and outreach services to rural communities across the region.

Gateway Health is committed to creating a workforce that reflects the communities we serve. We believe that a workforce that recognises and celebrates diversity will best meet the health and well-being needs of all people we serve including Aboriginal and Torres Strait Islander peoples; people with a disability; lesbian, gay, bisexual, transgender and gender diverse people; inter sex people; people experiencing health inequalities; and culturally and linguistically diverse people.

Review of Position Descriptions:

This position description will be reviewed annually (July each year), during annual appraisals, when the position becomes vacant or as deemed necessary.

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 and tolerance • Maintain a client focus • Adopt a Continuous Improvement approach • Work within legislative and compliance framework.
Key Responsibilities and Accountabilities	
<p style="text-align: center;">Role Specific</p>	
<ul style="list-style-type: none"> • Provision of high quality counselling to clients within the agreed program scope and the qualifications and experience of the clinician. • Clients receive high-quality care towards self determined outcomes through appropriate, skilled, and ethical practice of a wide range of evidence based clinical interventions. • Follow-up with all clients at agreed intervals to encourage and maintain engagement, reinforce positive behaviour change and re-engagement if required • Advocacy and care coordination as required. • The Gambler’s Help portfolio includes initial needs identification and intake to identify individual needs based on their presenting issues and aimed at ensuring timely access to gambling-specific services and support • The Gambler’s help Portfolio offers practical assistance, crisis management, case and service management as required. • Self-exclusion support to individuals signing up to self exclude, and follow up telephone, telehealth or face to face support to individuals who have signed a self-exclusion deed. • Secondary consultation and /or co-counselling with other health clinicians as required, including providing specialist input into care planning and co-ordination undertaken by other agencies. • Secondary consultation, referral into and joint assessments with the Alfreds Gambling Minds team for clients with complex mental health issues. • Co-facilitation of peer and group support programs for those affected by gambling harm. • Provision of Recovery Assistance Program (RAP) in accordance with guidelines. • Administration of the Client Outcomes Survey 1 (COS1) in accordance with guidelines. • Role model high standards of professional practice and conduct in client service delivery, working in partnership with colleagues and agencies. • Funding and Service Agreement Targets are met to ensure clients are exited from the program appropriately and timely. • Individual performance outcomes meet or exceed committed service delivery targets and contractual obligations. • Clinical documentation is prepared and completed in accordance with Gateway Health policies, procedures, and standards as demonstrated by regular audits of client files. • Competently use all relevant organisational databases – including but not limited to Client Management System, VHIMS, Connx, etc • Active participation in clinical and administrative supervision and professional development. • 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 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 Wellbeing • Clinical incidents, including compliments, feedback, and complaints are addressed and documented using the appropriate tools, procedures, and systems. • Participation in regular performance reviews and appraisals 	

People
<ul style="list-style-type: none"> • Positively contribute to the culture and spirit of the counselling and wellbeing team, work environment and to GH. • Individual behaviour is congruent with organisational values, behaviours and goals. • Positively embrace and adopt change as it occurs. • 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. • Study and apply new or adjusted procedures, workflows, standards, models of care, and policies, as well as their associated impacts. • 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. • Effective working relationships across Gateway Health are established and maintained. • Conflicts amongst colleagues are resolved and managed respectfully.
Technical Skills / Industry Knowledge
<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) • Demonstrated evidence of ongoing regular clinical supervision • 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. • Participate in or support the effective implementation of student placements, research fellowships, and similar training initiatives. • 100% compliance within all agency mandatory training • Participating students, researchers, and others in research or educational placements report positive outcomes from their engagement with the agency. • Produce accurate and timely reports for internal and/or external purposes as required • Knowledge and skills for harm reduction strategies and addictive behaviours • Knowledge and skills for evidence-based clinical interventions relating to cognitive, behavioural, motivational interviewing, narrative, client-centred and family-informed approach.
Generic Organisational Responsibilities
<ul style="list-style-type: none"> • As outlined in the Code of Conduct ensure all interactions are undertaken in accordance with the behaviours set • Maintain privacy and confidentiality at all times • Ensure an understanding of individual responsibility for safety, quality and risk and adhere to all relevant legislation, regulations and organisational policies, procedures and guidelines. • Working within the Risk Management Framework, identify, report and manage risks and ensure actions are taken to prevent and minimise harm to yourself, your colleagues, consumers, members of the public and the organisation. • Actively contribute to quality assurance initiatives and other program activities to meet all relevant benchmarking and accreditation standards. • Contribute to organisational quality activities to ensure continual review and improvement. • Contribute to a safe and welcoming workplace at all times. • Develop and maintain a personal care plan and attendance in the Gateway Health Clinical Supervision or Line Management Meetings • Protect the rights, safety and wellbeing of children and provide a child safe environment.

- To continually develop both personally and professional to meet the changing needs of your position, career and organisation.
- Direct service and other tasks are carried out effectively and efficiently
- 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.
- 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.
- 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
- Positively embrace and adopt change as it occurs.

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:

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

Key Selection Criteria

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

Essential

1. Demonstrated ability to behave in accordance to the Gateway Health Values of We Care, We Work Together, We Achieve, We Learn, We Innovate.
2. 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.
3. Demonstrated experience in direct clinical service provision through various evidence based counselling and/or therapeutic interventions to a wide range of clients including those from diverse backgrounds, and with a range of clinical presentations.

4. 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.
5. Excellent skills in engaging and working with teams to develop cohesive, strengths-based and supportive working environments.
6. Highly developed skills in report writing, record keeping, and other computer skills.

Desirable

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

Mandatory Requirements

10. Current Australian Drivers Licence or accepted International Drivers licence
11. Confirmation of your right to work in Australia, Satisfactory National/International Police and Victorian Working with Children Checks must be provided prior to commencement.
12. Evidence of COVID Vaccination or Contraindication must be provided prior to commencement.

I acknowledge:

- That I will recognise and celebrate diversity, and will best meet the health and well-being needs of all people we serve including Aboriginal and Torres Strait Islander peoples; people with a disability; lesbian, gay, bisexual, transgender and gender diverse people; inter sex people; people experiencing health inequalities; and culturally and linguistically diverse people.
- That I will observe child safe principles and expectations for appropriate behaviour toward and in the company of children.
- That Gateway Health is an equal opportunity employer and has a smoke free workplace policy.
- That Gateway Health has a zero tolerance of child abuse and family violence, all allegations and safety concerns will be treated very seriously. For more information refer to Gateways Health's Child Safety Standards procedure and family Violence Policy.
- 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. This is not intended to be an exhaustive list of all responsibilities, duties and skills required.
- 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
(print name): _____

Employee
Signature: _____

Date: _____