



## WESTERN REGION HEALTH CENTRE LTD

### POSITION DESCRIPTION

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| <b>Position:</b>                 | Intake Counsellor  |
| <b>Location:</b>                 | 72 Paisley Street Footscray ( <i>however may be required to work from any of the Centre's sites</i> )  |
| <b>Job Status:</b>               | Casual   |
| <b>Conditions of employment:</b> | Social and Community Services – Victoria – Award 2000 and the Community Health Centre (Stand Alone Services) Multi Employer Certified Agreement 2005 – As Varied 24 May 2011, Social Worker Classification Class 2, Year dependent on experience |
| <b>Authority re Appointment:</b> | General Manager Health Outcomes  |
| <b>Reports To:</b>               | Program Manager Children, Counselling & Victims of Crime   |

The Intake Counsellor reports to the Program Manager Children, Counselling & Victims of Crime through the Team Leader, VACP.

### BACKGROUND

Children, Counselling & Victims of Crime comprises a Paediatric Service, Counselling (Community Health and Family Violence for women) and the Victims Assistance and Counselling Program.

The Counselling and Victims of Crime services have an intake system, which provides assessment, initial assistance over the phone and appointment or waiting list allocation services.

### POSITION OBJECTIVES

The Intake Counsellor will participate in a counselling and case management intake and assessment service for generalist counselling clients from the Maribyrnong community, victims of violent crime and women experiencing family violence for the western metropolitan region.

## **POSITION REQUIREMENTS**

### **Intake and Assessment**

- Provide a comprehensive intake service to clients seeking counselling and support services for the Victims Assistance and Counselling, Family Violence Counselling for Women and Generalist Counselling Services
- Provide a comprehensive and holistic assessment within a service coordination framework
- Undertake risk assessments for a range of clients
- Provide appropriate internal and external referral pathways
- Maintain and provide relevant information to clients and service providers
- Review, monitor and maintain the waiting list
- Manage VACP brokerage funds in line with Brokerage Guidelines

### **Clinical**

- Provide ethical, responsible and professional client-centred initial assessment and single session counselling and casework within a family sensitive approach
- Provide advocacy for clients where appropriate
- Liaise with other service providers in relation to individual client's needs
- Document client assessment, care plans, intervention and progress on the Centre's electronic client information management system
- Provide services in a manner that are sensitive to each client's background and beliefs (e.g. cultural)
- Maintain an up-to-date working knowledge of resources and approaches
- Participate in a team approach to the work

### **Administration and Documentation**

- Ensure all case documentation and statistical reporting is accurate and completed within a professional and timely manner in the organisation's electronic recording system and in accordance with organisational policy and relevant legislation
- Adhere to administration requirements in relation to the use of Centre equipment, e.g. Centre vehicles

### **Professional standards/development**

- Participate in and contribute to quality improvement programs to meet service/accreditation standards
- Comply with legislation relevant to this position
- Maintain and develop clinical standards of practice and skills by pursuing internal and external professional development opportunities
- Participate in supervision meetings and an annual Individual Development Review process with the Team Leader VACP

### **General Organisational Requirements**

- Participate in strategic planning and development activities as required
- Report on all areas of responsibility against performance targets as required in a timely manner
- Undertake specific projects or tasks as directed by Team Leader Counselling Intake
- Maintain information systems on relevant resources and implement relevant administrative procedures and systems

*Position Description: Intake Counsellor*

*Author: Program Manager Counselling and Support Services*

*Date Revised: 12/20/2011*

- Promote and represent the Centre (and its range of primary health and social support services) as a caring, professional, and client-focused organisation
- Adhere to Workplace Health Safety and Well Being standards within the organisation
- Participate in the identification of risks to the program and organisation
- Adhere to all Centre policies and procedures
- Participate in WRHC Research & Evaluation projects as required

**Commitment to the philosophy of Western Region Health Centre**

- Be committed to the philosophy expressed in the centre's vision, goals and values statements
- Be committed to work within a community focused whole of population health approach
- Be committed to working within a service which includes targeting of marginalised communities
- Be committed to providing services in a manner that is sensitive to the cultural background of clients

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| <b>KEY SELECTION REQUIREMENTS</b> |
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**Mandatory**

- Tertiary Qualifications in Social Work with eligibility to membership of AASW or an equivalent qualification as determined by WRHC
- A minimum of two years supervised experience in an intake system with associated skills in the provision of detailed assessments
- Demonstrated high standard of casework
- Demonstrated experience in working with people with complex needs
- Understanding of relevant risk and needs assessment frameworks
- Effective interpersonal communication skills (verbal and written)
- Time and stress management skills and demonstrated ability to follow through tasks to completion
- Ability to accept a high degree of accountability to participants, co-workers and management
- Working knowledge and expertise of information technology systems and software such as Microsoft Word, Outlook and client management systems

**Desirable**

- Demonstrated understanding of the social and gendered context of family violence
- An understanding of child development and the impact of violence within the family on family members
- Sensitivity to, and an understanding of, the particular needs of clients from indigenous and culturally and linguistically diverse backgrounds
- Previous experience in a community based setting
- Ability to speak a relevant community language
- Experience in developing and documenting individual goal oriented care plans

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| <b>OTHER RELEVANT INFORMATION</b> |
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- WRHC is an equal opportunity employer
- Probation period of 3 months
- **Pre-Existing Condition Declaration**
  - Prior to any person being appointed to this position it will be required that they disclose full details of any pre-existing injuries or disease that might be affected by employment in this position
- **Proof of Right to Work in Australia**
  - Documentation that proves the right to work in Australia will be required prior to appointment
- A pre-employment police check is mandatory for all new employees
- **Working with Children Check** - Appointment to the position will be subject to a satisfactory Working with Children Check

Employee signature: \_\_\_\_\_

Employee name: \_\_\_\_\_ Date: \_\_\_\_\_

Manager signature: \_\_\_\_\_

Manager name: \_\_\_\_\_ Date: \_\_\_\_\_