

Carer Counsellor

The Carer Counsellor is responsible for the delivery of carer counselling including the counselling needs assessment as per program guidelines. The Carer Counsellor will utilise face-to-face, telephone, skype, family or therapeutic group methods to deliver the counselling sessions. Carer counselling focuses on carers who are experiencing difficulties with anxiety, stress, depression and low mood as a result of their caring role.

Counselling clients may include young carers, aged carers, carers in rural and remote areas, Indigenous and Torres Strait Islander carers and those from culturally and linguistically diverse backgrounds (CALD).

Key Relationships

Internal: Program Manager - Counselling and Young Carer Services, Team Leader Counselling Services, Carer Support Planning Team, Executive Manager Service Delivery

External: Unpaid Carers, Service Providers, Other Government Service Systems, Clinical Supervisor

Statements of Commitment

Carers SA believe that all vulnerable adults, and children and young people, have the right to be safe and feel safe and recognises that this is everyone's responsibility. Carer SA has a zero tolerance of harm or risk of harm against children and young people.

Carers SA is committed to the cultural safety of Aboriginal and Torres Strait Islander community, children and young people, the cultural safety of children and young people from culturally and / or linguistically diverse backgrounds and to providing a safe environment for vulnerable adults, children and young people with a disability.

Carers SA is committed to the National Principles for Child Safe Organisations.

Performance indicators

S.no	Performance indicator	Measurement of performance indicator	Assessment period
1	Compliance	Ensure carers understand the purpose, process and boundaries of counselling and consent to participate in the service. Meet all relevant standards of the appropriate accredited body.	12 months
2	Client Plan	Identify the most suitable , evidence based counselling approach based on carers individual circumstances.Place person centred approach at the heart of counselling practice approach.	12 months
3	Collaboration	Work with the Administration Officer - Support Planning, to schedule counselling sessions, groups and workshops.	12 months

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4	Documentation	Maintain appropriate documentation including use of DASS21 for pre and post counselling, development of initial care plan and develop maintenance plan in last session.Meet all reporting requirements including entering case notes into Carers SA's database.	12 months
5	Counselling and Therapy Sessions	Conduct face to face, Skype and/or telephone counselling as appropriate (3-6 sessions per carer per annum).Conduct therapeutic groups such as Mindfulness.	12 months
6	Client Relationship	Therapeutic relationships with carers that focus on building and maintaining strong carers/counsellor relationship.	12 months
7	Referrals	Where appropriate, refer the carer to other professionals where necessary.	12 months
8	Children and Young People	Support Carers SA as a child safe organisation by undertaking screening for suitability to work with children, young people, and vulnerable adults and to comply with relevant legislative requirements. Show a commitment to National Child Safety Principles and Carers SA Code of Conduct.	12 months
9	Health, Safety & Environment	Be personally accountable for health and safety, following reasonable work instructions and taking reasonable care for your own health and safety and for the health and safety of others – live Carers SA's values. Maintain the workplace in a safe condition and encouraging others to undertake safe work practices. Follow all health and safety procedures – carry out your roles and responsibilities as detailed in the relevant policies and procedures. Proactively report and/or rectify hazards. Promptly report any injury or incidents including 'near misses' having a potential for injury, ill-health, damage or other loss, at work to your team leader, manager and/or safety representative and Consider and provide feedback on any matters that may affect your health and safety and/or the environment.	12 months

S.no	Performance indicator	Measurement of performance indicator	Assessment period
10	Human Resources	Carry out your position and responsibilities in line with our company values, policies, procedures and processes; Undertake all reasonable and lawful work instructions in a timely and professional manner; Actively participate in performance management initiatives including performance reviews, objective setting, coaching, career or personal development opportunities and performance improvement plans, as required; and Ask questions to clarify understanding of job expectations, communications, projects and other workplace initiatives.	12 months
11	Inclusivity	We: Are welcoming and friendly - Walk alongside people - Care and empower - Are compassionate - Advocate for carers.	6 months
12	Integrity	We: - Are honest and transparent - Are trustworthy - Are authentic - Do what we say we will do.	6 months
13	Collaboration	We: Consult and collaborate with others - Have strong stakeholder relationships - Support, encourage and cooperate - Share information and resources.	6 months
14	Empathy	We: Respect diversity - Actively engage people - Encourage feedback - Provide information for diverse groups - Are approachable and accessible.	6 months
15	Professional Excellence	We: Deliver professional services - Problem solve - Are innovative and resourceful - Are accountable - Are flexible and adaptive - Achieve results.	6 months

Other roles and responsibilities

- Ensure carers understand the purpose, process and boundaries of counselling and consent to participate in the service.
- Create innovative therapy plans and engage clients in different ways to engage them through offering them face to face, skype sessions etc.
- Achieve the key performance indicators (KPI's)
- Ensure carers understand the purpose, process and boundaries of counselling and consent to participate in the service.
- Work with the Administration Officer - Support Planning, to schedule counselling sessions, groups and workshops.
- Travel, as required, to conduct counselling sessions and therapeutic groups.
- Assist carers to clarify and identify concerns and to solve problems.
- Maintain counselling practice and be aware of newly emerging evidence for carers.
- Any other duties considered appropriate for the position, as required.

- Commit to person cultural competency and the delivery of services
- A current DHS Working with Children check, and National Police Check is required
- Current mandatory child protection training will be required
- Duties for this position should not be considered definitive. Duties may be added to, deleted or modified in consultation with the incumbent as necessary.
- Position Descriptions and staff performance will be reviewed annually.

Previous experience

- Flexibility to conduct counselling sessions on Saturday, as required.
- Current mandatory child protection training will be required.
- 3 years experience preferred but those with over 18 months counselling experience in Australia will be considered.
- Knowledge of relevant legislation, professional standards and best practice protocols in counselling.
- Demonstrated ability to communicate and establish rapport with a wide range of people.
- High level of time management and organisational skills.
- Proficiency in information, communication and technology practices.

Desirable

- Demonstrated ability to develop and facilitate therapeutic groups.
- High level of competency in using Skype, Teams or other software to undertake electronic face to face counselling.
- Demonstrated ability to deliver counselling face to face and/or over the phone.
- Knowledge of issues facing carers.

Education

- Qualified counsellor, psychotherapist or social worker with qualifications recognised in Australia.
- Accredited within a relevant Australian professional association (ACA, PACFA or AASW).