

POSITION DESCRIPTION

Position:	Social Emotional Wellbeing Counsellor
Location:	Cairns
Reports to:	Service Delivery Manager
Award:	Social, Community, Home Care & Disability Services Industry Award Level 4.3 – 5.3 Salary: \$75,720 - \$86,094 depending on qualifications and experience.

ROLE SPECIFICATION

The Organisation

Link-Up (Qld) is an organisation committed to the principles and philosophies of community control as the best practice model for improving health and well-being of Aboriginal and Torres Strait Islander peoples.

Link Up (Qld) supports the healing journeys of Aboriginal and Torres Strait Islander peoples who have been separated from their families and communities through forced removal, adoption, fostering or institutionalization. We deliver professional, culturally sensitive and confidential research, reunion and cultural wellbeing services.

Role Purpose

The Link Up (Qld) Social Emotional Wellbeing Counsellor will focus on supporting the social and emotional wellbeing needs of Aboriginal and Torres Strait Islander adults who may also be seeking to reunite with their families, culture, communities and country. The role involves providing support around the issues of grief, loss and trauma resulting from removal.

The role is part of a highly motivated team to establish and deliver counselling and support services across Queensland.

Reporting Relationships

The position reports to the Service Delivery Manager.

Objectives of the position

Service Delivery

Counselling

- Provide individual counselling based on professional principles and evidence base practice;
- Support the healing journey of Aboriginal and Torres Strait Islander peoples who have experienced trauma through lived experiences of child sexual abuse in an institutional setting;
- Assist individuals to understand trans-generational trauma brought about by their lived experiences;
- Maintain an appropriate client case load;
- Refers clients to appropriate agencies as required;
- Participate in interagency case management as required;
- Advocate on behalf of the client with external agencies or programs;
- Conduct outreach as required;
- Prepare necessary documentation and reports as required;
- Provide culturally appropriate support, including resources and strategies, to clients;
- Keep informed of emerging issues for clients;
- Stay current with the latest trauma informed approaches;
- Work with other Link-Up (Qld) team members and other program areas as required;
- Attend regular external professional supervision.

Administration

- Manage initial enquiry and support client with application;
- Complete application process and upload all documentation and data on Foxtrot database;
- Maintain accurate case notes. Ensure notes are entered into electronic client record systems which includes Foxtrot;
- Manage accurate appointment/recall process.
- Ensure confidentiality of client information, secure management of all program files and compliance with applicable privacy legislation and policies.
- Establish and update a referral list of relevant health and social support professionals.
- Compile activity and evaluation reports as required including written and verbal reports for the leadership team/board.
- Maintain core statistics to assess service needs and delivery.
- Participate in continuous improvement activities.
- Periodically assess local area service and client needs and capacity to shape continuous improvement, including:
 - Community support needs

- Preferred service models
- Referral agency service availability and capacity
- Client feedback and service evaluation.

Self- Management & Team Contribution

- Contribute to team performance and compliance with Link-Up (Qld) Plans, Policies and Procedures.
- Participate in regular supervision meetings with manager;
- Display behaviour in alignment with the organisation's values and vision;
- Participate in Performance Review process;
- Contribute to effective team performance and attend team meetings;
- Attend relevant training;
- Accept external professional supervision and participating in debriefing sessions;
- Comply with Link-Up (Qld)'s Policies and Procedures;
- Follow all safety procedures and contribute to a safe work environment.

Develop and Maintain Linkages

- Work to ensure effective case management consultation with relevant team members at Link-Up (Qld) and other stakeholders;
- Work to foster productive relationships with all staff at Link-Up (Qld);
- Work to foster productive working relationships with other stakeholders.

Please note that the duties outlined in this position description are not exhaustive, and only an indication of the work of the role. Link-Up (Qld) can direct you to carry out duties which it considers are within your level of skill, competence and training to meet business needs.

PERSON SPECIFICATION

Required Qualifications

The minimum qualification is a Diploma of Counselling.
Formal tertiary or vocational qualifications in narrative therapy, mental health, psychology, social work or in a related area is desirable.

Essential Selection Criteria

- Demonstrated understanding of the history and impacts of the forcible removal of Aboriginal and Torres Strait Islander children, and knowledge of the social and emotional wellbeing needs of Aboriginal and Torres Strait Islander peoples;
- Demonstrated understanding of responsive, client-focused counselling and case management skills;
- Demonstrated understanding of the nature of enduring trauma arising from experiences of childhood sexual abuse in an institutional setting and complex trauma;
- Experience and knowledge of working with social, emotional and mental health issues with Aboriginal and Torres Strait Islander peoples;
- Demonstrated ability to work in a culturally sensitive environment;

- Demonstrated ability to work collaboratively within a team to deliver the key requirements and objectives of the program;
- Demonstrated organisational and time management skills and the ability to manage competing priorities;
- Demonstrated competence in the use of technology including internet, desktop applications and database packages;
- Ability to provide outreach services and regular travel;
- Willingness to undertake a National Police Check;
- Eligible for Blue Card;
- Must hold a current Open driver's licence.

Key Behaviours

Problem Solving:	Analysing issues; identifying options; selecting the most appropriate solution.
Planning:	Developing and implementing case plans that progress to client outcomes. Utilising resources to meet competing objectives whilst ensuring results that meet stakeholder needs.
Communication:	Clear, concise and professional verbal and written communication with clients, co-workers and Link-Up (Qld)'s diverse range of stakeholders.
Decisiveness:	Resolving issues promptly. Making timely decisions and assisting colleagues to make decisions in sometimes challenging situations.
Initiative:	Exercising judgement within the parameters of Link-Up (Qld)'s policies and procedures manual; taking personal responsibility to achieve deliverables.
Impact and Influence:	Liaising with peers and other staff within Link-Up (Qld), as well as staff and managers in related service delivery.
Culturally Appropriate Ways of Working:	Personally demonstrate through consistent behaviour an understanding of, respect for and compliance with culturally appropriate ways of working with Aboriginal and Torres Strait Islander clients, staff, communities and a respect for other cultural groups.