



*Christians Improving Lives and Relationships*

*"Helping people through the hard times"*

Anglicare Northern Inland (ANI) as an organisation is founded on the Gospel; our behaviour and services will be characterised by transparency, honesty, integrity and grace. To this end ANI values all persons as being made in the image of God and strives to provide service which is person centred, accessible to all, recognises the uniqueness of each individual and treats them with dignity regardless of their age, cultural identity, belief systems, sexuality, disability or socio-economic circumstances.

### **ANI Counsellor Position Description**

**Position Title:** Counsellor

**Position Level:** Level 3 - Pay Point ... *(subject to experience)*

**Hourly rate:** \$ .....

**Award:** Social, Community, Home Care and Disability Services Industry Modern Award (2010)

**Employment Type:** Casual

**Hours of Work:** 18 hrs/fortnight

**Date of commencement:** January 2016 *Note: position subject to ongoing funding*

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Anglicare Northern Inland is a provider of non-clinical mental health and community support service in the Northern region of New South Wales. We bring programme diversity, a commitment to quality and intent to facilitate self-sufficiency for all who utilise our services.

ANI works in local communities to help people in their journey toward their goal and our services are designed to support people in the way that suits them best.

As a caring Christian organisation we seek to facilitate change: in people's lives; in the local community; and in society as a whole. Through the influence of counselling, education, community support and local parish cooperation we facilitate, encourage and enable people to find healing and reconciliation within themselves and in relationships. Such change facilitates a positive influence on the individual, the local community and society at large.

**Mission:**

Christians Improving Lives and Relationships

**Vision :**

To positively impact on the lives of individuals, families and communities.

## **Anglicare Northern Inland:**

- Values the uniqueness, worth and dignity of individuals, healthy relationships, holistic healing and individual strengths; and
- Believes in inclusion, partnership, diversity, recovery; and
- Supporting people in their personal journeys.

## **Position Summary**

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As an ANI Counsellor your role will include delivering a range of counselling services to individuals, couples and families including:

- Supporting people in clarifying goals and considering options in regard to personal and relational issues including (but not limited to) the areas of parenting, marriage, separation/divorce, grief and loss, anger, conflict and communication;
- Assisting children, young people and adults in their cultural, economic and religious diversity to develop and sustain safe, supportive and nurturing family relationships through all stages of life;
- Assisting members of our community to manage relationship change to minimise the emotional and social costs associated with disruption to family relationships;
- Providing an holistic, professional service that empowers clients to realise their emotional, spiritual, physical, and social needs and live to their fullest potential (within the limits of staff and organisational resources).

A commitment to person oriented/centred practice is essential.

In all circumstances you will practice only within the boundaries of your competencies (based on your credentials and your supervised and appropriate professional experience)

## **Relationships and Authority**

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Accountable to: The Chief Executive Officer - Anglicare Northern Inland .

Other: There will also be reporting functions and responsibilities to:

- ANI Data Entry;
- Program manager (for funding body reporting requirements);
- Appointed supervisor.

You will operate under minimal direction from management and take responsibility for managing your own workload/diary.

## **Organisational Accountabilities**

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As a member of the Anglicare Northern Inland team, you agree to:

- Abide by Anglicare Northern Inland procedures and policies;
- Comply with and actively ensure the health, safety and wellbeing of yourself and others at work in accordance with Work Health and Safety as described in Anglicare Northern Inland's policy;
- Understand and abide by the Anglicare Northern Inland Code of Conduct and Ethics, and maintain a professional level of behaviour and conduct in the workplace at all times;
- Engage in sustaining a culture of continuous quality improvement and provide information and assistance relevant to your work area;
- Work within the vision, mission, and values of Anglicare Northern Inland.

## **Key Performance Indicators**

*(Monitored through participation in supervision, data provision and staff assessment)*

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### **Service delivery**

- Establishing rapport, involving joining with each person and with client's system as a whole.
- Making contracts.
- Making and applying useful assessments, including identifying interactional patterns, and separating content and process:
  - a. The ability to create a therapeutic relationship;
  - b. The use of micro skills;
  - c. the ability to hear the client's agenda;
  - d. The use of accurate primary empathy – tuning into the feeling and following the effect;
  - e. The ability to pick up and repeat the painful sentence;
  - f. The ability to introduce strategies with clarity and guide the client through the use of these strategies;
  - g. The ability to talk about the experience at a cognitive and affective level.
- Assisting clients to gain a more useful understanding of their experience.
- Supporting the clients in coming to a point of choice for change.
- Using appropriate self disclosure.
- Being respectful of the client's value system.
- Being able to select a clinical style relevant for client's gender, personal history, social and cultural context.
- Making constructive interventions.
- Terminating effectively.

### **Program and organisational compliance**

- Being open to instruction/learning through supervision.
- Being willing to fulfil ANI requirements.
- Maintaining records according to ANI and funding body procedures and requirements.
- Providing all requisite data on a timely basis to ANI data entry department.

## **Key Tasks and Responsibilities**

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As an ANI Counsellor you will be required to participate in the work areas for which you are responsible so as to contribute toward the achievement of the objectives of ANI and its programmes.

Work practices and tasks include, but are not limited to:

- Assessing the needs of referred clients and developing an agreed approach;
- Engaging where appropriate with service providers that may have a role in the support of the participant;
- Maintaining the necessary reporting and information provision to support effective administration;
- Having a role in the collection of qualitative and quantitative data for the purposes of monitoring, reporting and evaluation of programmes;
- Working within ethical and social justice practices including maintaining client confidentiality.

You will need to acquire a knowledge and understanding of the relevant policies and procedures and long-term goals of ANI.

## **Personal Attributes**

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As an ANI Counsellor you will be required to:

- Have excellent interpersonal skills, be non-judgemental, demonstrate a willingness to listen, and display empathy;
- Critically evaluate and improve your own work practice;
- Be resilient and prepared to adjust to challenging situations when required;
- Know when to use humour;
- Be people focused, and work collaboratively;
- Value diversity;
- Be committed to professional and ethical conduct;
- Strive for excellence;
- Be respectful at all times.

## **Applicable Skills**

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As an ANI Counsellor you will be required to:

- Be proficient with technology, including computers;
- Work independently, and as part of a team;
- Have a working knowledge of programmes that can assist the target group;
- Have demonstrated problem solving skills;
- Apply person centred practices to your daily work;
- Effectively prioritise, organise and plan your work day.

## **Key Selection Criteria**

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As an ANI Counsellor you will be responsible for working with people who present with complex issues. As such, the following selection criteria will be considered:

1. Relevant tertiary or other qualifications.
2. An appropriate level of experience and knowledge demonstrated through previous employment, service and/or study.
3. Demonstrated knowledge and understanding of counselling methods and their application.
4. Minimum 250 hours current practical supervised counselling experience.
5. Eligibility for, or membership of, a professional association.
6. Well-developed communication skills.
7. Demonstrated experience in dealing with people in crisis.
8. Demonstrated experience in writing and maintaining accurate case notes.
9. Experience in collaborating with other agencies to achieve positive outcomes for participants.
10. In line with ANI's mission and values the position will suit a committed practicing Christian with consistent Church involvement

### **Desirable:**

1. Demonstrated experience in and knowledge of Family and Relationship counselling.
2. Demonstrated experience in and knowledge of Family Law counselling.
3. Demonstrated experience working with Aboriginal communities including
  - an understanding of the issues affecting Aboriginal and/or Torres Strait Islander people.
  - an ability to communicate sensitively and effectively with Aboriginal and/or Torres Strait Islander people.
5. Demonstrated working knowledge of EIT (EFT) and CBT counselling models.
6. Knowledge and capacity to participate in consumer directed care.

**Required (prior to confirmation and commencement of position)**

- \*Provision of one recorded (visual preferred) counselling session (*negotiable*);
- Current Australian Driver's Licence and a willingness to travel as required from time to time;
- Working With Children Check;
- National Criminal History Check.

***PLEASE NOTE:***

***Anglicare Northern Inland offers employees the opportunity to salary sacrifice.***



## **ANI Counsellor: General duties statement**

- Maintain at all times a responsible and therapeutic relationship with clients.
- Counsel a minimum of 200 hours per year.
- Provide counselling and in house client life skills and education in line with ANI policy and government funding body requirements.
- Co-operate with the Centre Co-ordinator or receptionist in matters regarding the maintenance of appointments and Centre premises.
- Co-operate with individual funding body Project Managers and Counselling Professional Development and Supervision Facilitator.
- Complete and provide all relevant/required documentation to the ANI finance department.
- Comply with and observe WH&S principles and practices.
- Understand and comply with ANI and funding and legislative body requirements.
- Contribute toward a safe, efficient and positive work environment.
- Attend other venues to counsel as arranged with Centre Coordinator or Executive Director.
- Attend monthly personal supervision and present one recorded session per year for critiquing to immediate Supervisor and to the Counselling Professional Development and Supervision Facilitator.
- Attend Group Supervision as arranged.
- Attend staff meetings (centre and combined) as arranged.
- Maintain counselling and client records according to ANI and funding body procedures.
- Provide all requisite data on a timely basis to ANI data entry department.
- Maintain own appointment schedule.
- Arrange rescheduled appointments.
- Provide client follow up as required.
- Respond to client requests for reports and letters according to ANI guidelines.
- Provide statistical records of counselling and supervision as required by ANI and funding bodies.
- Participate in case management meetings with other agencies as arranged.
- Comply with programme/project specific role requirements according to involvement.
- Attend internal and external professional development courses as required.
- Attend the annual staff retreat (where practicable).
- Participate in annual staff assessment.
- Participate in Continuous Quality Improvement process.
- Be responsible for presentation and security of counselling rooms.
- Have and maintain membership of a professional counselling association such as: Australian Association of Relationship Counsellors; Christian Counsellors Association; Association of Personal Counsellors; Australian Counselling Association; Psychotherapy and Counselling Federation of Australia.
- Maintain personal records as required for professional association membership.
- Promote a positive image of ANI in the wider community.
- ANI Counsellors appointed as Supervisors are to ensure appropriate and regular supervision as per ANI Supervision policy and maintain all required records.
- Maintain own personal and professional development.
- Regularly access acknowledged, pertinent and related professional reading regarding counselling (particularly including those containing a Christian perspective).

Compiled: March 2007 - Amended: April 2008 - July 2008 – April 2012 - December 2015