

Position title:	Counsellor	Reports to:	Team Leader
Program / Department:	Family Wellbeing Service	Primary work location/s:	Adelaide Metro
Direct reports:	NIL	Key stakeholders:	All relevant Grant Funding Bodies Department of Social Services FWS Team & Clients
Award:	SCHADS	Classification:	Level 4

Who we are

Baptist Care SA provides out of home care, disability care, youth education and employment, homelessness, and therapeutic support services. Established in 1913 we have a dedicated staff and volunteers who work tirelessly to help South Australians achieve their full potential. Baptist Care SA is committed to working with the State’s most disadvantaged, championing local issues and connecting with people to provide transition pathways from adversity to opportunity.

Our values

<p>Integrity</p> <p>Ensuring personal and corporate transparency and the highest ethical standards.</p>	<p>Compassion</p> <p>Treating people and communities with empathy, dignity and fairness.</p>	<p>Empowerment</p> <p>Releasing individual strengths that promote personal and community transformation.</p>	<p>Innovation</p> <p>Fostering a culture of continuous improvement, staff engagement and improved client outcomes.</p>
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About the role

Family Wellbeing Services (FWS) is federally funded through the Department of Social Services and has a large catchment area covering Salisbury Council area, as well as Adelaide Central Catchment which covers the Adelaide Hills, the CBD, and surrounding areas as well as postcodes in the Northeast, Western Suburbs including Holdfast Council, and Inner Southern suburbs. We work from our offices in Salisbury and Wayville as well as providing community outreach in schools and other approved community venues. We are funded to provide early intervention short term therapeutic support to children and young people from 0 to 18 years, their families including the client’s support network. We pride ourselves on our quality of work and are always working towards a best practice model for our clients, through the collection of data, continual research, and evaluation.

The Family Wellbeing Professional Counsellor delivers a model of counselling that incorporates a holistic, systemic and trauma informed lens over a suite of approved, universal, evidence-based counselling theories.

Our Counsellors understand the importance of community support and connectedness when working alongside children, young people and their families. You will be self-motivated, creative, engaging and have an attention to detail as well as an awareness of the bigger picture when it comes to the services we offer and how it fits within the program we are funded to deliver. To provide the best support possible for our clients - the counsellor will be involved in providing direct support and facilitation of services to, for and on behalf of our clients which based on the outcome of the intake and assessment provided by your Team Leader – which may include individual counselling, facilitating psycho-educational sessions, supporting clients and their community of care team. The counsellor will also be required to utilise their skills in advocacy, group facilitation and community education sessions within our community as needed. Counsellors will ensure that they are working and supporting our clients holistically. Counsellors will proactively support community and stakeholder awareness of our service and the risk factors that are known to contribute to mental illness as well as impact the general well-being for children and young people in the community.

Role responsibilities

Client delivery outcomes

- Deliver child-focussed counselling and family therapy for children, young people, and families to support good mental health for individual and family functioning as well as supporting the family to build capacity to learn life skills in these areas.
- Work with clients to establish goals and achieve identified outcomes that support client wellbeing.
- Deliver a client centred practice approach based on the organisations Tapa Marnini-apinthe best practice framework.
- Delivery of short term, early intervention, evidence based therapeutic supports via working with children and their families:
 - To set clear outcomes written as a SMART Goal supported by a clear, action-orientated care plan.
 - To achieve identified outcomes
 - To support the client to overcome any barriers that may hinder success to achieving outcomes
- Support clients to access and to engage in all the steps/touchpoints as outlined in Baptist Care SA's Client Journey which included provision of counselling techniques for children, young people, their families and Community of Care
- You will provide support to complement case management practices and where necessary, deliver therapeutic group work and provide evidence to support the outcomes (and give feedback/evidence where outcomes were not achieved) through the collection and input of data to specific software systems as required by the funding body and Baptist Care SA.

Counsellor delivery outcomes

- Ability to understand the FWS Program's contractual and organisational obligations and how that aligns with the counsellor role requirements and expectations, from both an individual and team perspective.
- Pro-actively contribute to the required contractual & organisational program outputs and outcomes through ensuring all individual and team outcomes are met and that the relevant and required data has been processed and reported in a timely manner through the required channels as directed such as case notes, risk reporting and all other data as required in the role.
- Providing mental health promotion and psychoeducation to the wider community including activities that are designed to increase capacity to understand and respond to children or young people at risk or affected by mental illness.

- Using approved evaluative processes to demonstrate outputs through qualitative and quantitative means to ensure best practice.
- Counsellors are required to be self-directed, and accountable professionals ensuring all delivery practices, data entry, case noting, and any other administration work as required by the program are up to date and in a timely manner as directed.
- Ensure all the client's required documentation across the client journey are completed and regularly reviewed and that counsellor/client feedback is recorded and collated indicating the client's and all relevant community outcomes including an increased understanding around mental health.
- Play an active role in attending and documenting all supervision as required (individual, peer and group) to demonstrate accountability and improvement of practice.
- On consultation and subsequent approval with line management, discuss and plan your ongoing professional development expectations within your role as counsellor - with a minimum requirement of PD hours as required by FWS Program and/or Baptist Care SA.
- Professional, high standards and best practice are the benchmark of our team – supporting and developing individual and team strengths - contributing to team wellbeing and excellence in practice.

Contribute towards service agreement

- Work under the direction of the Program Manager to ensure the service complies with all funding requirements and outcomes.
- Carry out tasks in line with the programs operational plan and work directives.
- Actively build external relationships and engage in local network meetings.
- Show evidence of positive stakeholder feedback regarding program activities and their outcomes.
- All requirements for funding reports, internal reports, and all other admin tasks are completed accurately and on time as directed.
- Always operate within service work directives and guidelines.
- Provide accurate and timely monthly reports to line manager.
- Actively contribute to all levels of practice to ensure high standards and best practice in all aspects at all times – includes your responsibility as a member of a team and individually.

Quality and continuous improvement

- Contribute to the ongoing review and evaluation of service delivery to ensure the continuous improvement of our services, enhancement of our client wellbeing, independence, and choice.
- Comply with relevant legislation.
- Contribute to the review and continuous improvement of our internal systems for quality assurance, reporting and monitoring.
- Ensure business and operational risks are identified and appropriately monitored and/or mitigated.

Work Health and Safety

Baptist Care SA is committed to the health, safety and wellbeing of our employees, volunteers, contractors, clients, and other people within our workplaces. As a Baptist Care SA team member, you must:

- Take reasonable care for your own and others' health and safety within the workplace.
- Take reasonable care that your actions or omissions do not adversely affect the health and safety of yourself or others.
- Cooperate with any reasonable directions, policies and/or procedures relating to health and safety in the workplace.
- Report all injuries, illness, near misses or hazards as per Baptist Care SA's policies and procedures.

- Participate in relevant health and safety training, and risk management initiatives based on position and responsibilities.

Know and apply Baptist Care SA policies and work directives

- Align with the Baptist Care SA strategic intent and values, including the strategic plan.
- Model and foster behaviours aligned with the Code of Conduct.
- Work harmoniously with Baptist Care employees, volunteers and other stakeholders.

About you

The qualifications you bring

- Relevant tertiary qualification and experience. (Minimum degree in Psychology, Social Work, Counselling or similar as required by the funding body and the organisation).

The experience you bring

- Demonstrated experience in the provision of counselling as part of an organisation providing mental health services, and/or the delivery of professional counselling services to children and/or families.
- Evidence to demonstrate your knowledge, understanding and experience in previous roles where:
 - You have used trauma informed and responsive principles and practice methods.
 - solution focussed therapy.
 - have a good working knowledge and understanding of evidence based, brief/systemic therapeutic approaches.
 - You have successfully networked and built sustainable relationships with stakeholders.

The competencies (knowledge, skills and behaviours) you bring

- Evidence of competent experience and ability for provision of therapeutic group facilitation, presenting or training.
- Demonstrated ability to understand contractual service and program compliance in a community services environment.
- Demonstrated adaptability as and when required the ability to be flexible and open to change within the scope of your role.
- Demonstrated commitment to customer and stakeholder satisfaction.
- Understanding of the importance of evaluation requirements and demonstrated ability to collect and report outcomes accurately and timely.
- Continuous improvement regarding learning, program development and delivery – i.e., supporting a culture where staff are curious, positive and want to be actively involved in a strong supportive team culture/environment.

Other specific employment requirements

- A current and valid DHS: Child-Related Employment Screening/WWCC
- A current and valid National Police Clearance
- Training – Child Safe Environments
- Ability and willingness to travel within South Australia as required.
- A valid full South Australian drivers' license (C Class)
- Ability to work outside of normal office hours.

Desired Requirements

- Promote good relations and practices towards different minority groups that support equality, diversity, and inclusion.
- Previous experience in public speaking/group management.
- Previous experience in a faith based, community services environment.
- Aboriginal and Torres Strait Islander peoples are encouraged to apply.

Your confirmation of acceptance:

By signing below, I accept that I have read and understood this position description and that I agree I am able to undertake all aspects of this role.

Employee signature: _____ Date: _____

Employee name: _____

Monitoring, evaluation and review

Status:	Approved	Control:	People and Culture
Approved by:	P&C Business Partner	Version:	3
Effective date:	April 2024	Review date:	April 2025