

<b>Position Title</b>	Counsellor	<b>Department</b>	Service Delivery
		<b>Direct / Indirect Reports</b>	NIL
<b>Location</b>	Darwin	<b>Date Revised</b>	August 2023
<b>Reports to</b>	Executive Manager Service Delivery	<b>Employment Status</b>	Fulltime

Carers NT values its workforce members. We aim to provide workforce members opportunities for consultation; involvement and development, where there is job satisfaction and people enjoy coming to work.

Carers NT workforce members are committed to the outcomes of the Organisation by being engaged, creative, innovative and proactively identifying continuous improvement opportunities. By accepting accountability, acting reliably and responsibly, and demonstrating loyalty, we preserve an environment that supports sincerity, honesty, ethical behavior resulting in a high level of trust between our community and each other.

**Position Summary:**

The Counsellor is responsible for the delivery of carer counselling needs assessment as per program guidelines. The Counsellor will utilise face-face, telephone, skype, family or therapeutic group methods to deliver the counselling sessions.

The Counsellor role will focus on enhancing the quality of life for carers through the provision of short-term counselling under Government funded programs and will assist NDIS funded participants to work towards their personal goals and gain greater insight into their lives. The provision of counselling will be targeted to the specific needs of individual clients, this includes ensuring counselling is integrated and coordinated with other Carers NT services and forms of support by facilitating access to these, as appropriate to individual needs and circumstances.

The counsellor will identify other opportunities for delivery of counselling services that support the organisation's strategic planning goals.

**Position Responsibilities:**

- Design, implement and evaluate the counselling delivered.
- Contribute to developing and delivering alternate avenues of counselling to meet client's unique needs and situations. E.g. group counselling, phone counselling, skype and other online forms of counselling.
- Meet KPI's for delivery of counselling sessions across carer and NDIS service delivery.
- Establish appropriate referral processes where it becomes evident the client requires ongoing counselling or specialist counselling.
- Contribute to reporting processes to meet internal and funding requirements
- Ensure counselling is delivered in line with operational guidelines as per funding agreements and the NDIS Quality and Safeguarding framework.

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- Ensure Counselling notes and documentation are recorded and maintained in line with relevant professional ethical standards and legislative requirements.
- Initiate and maintain professional relationships with stakeholders to ensure effective service delivery.
- Adherence to the confidentiality and Privacy legislation requirements
- Lead by example by modelling the values, attitudes and behaviour associated with the position at all times.

**Selection Criteria:**

**Essential:**

1. Tertiary Qualification in Psychology, Counselling, Social Work
2. Accredited within relevant Australian professional association (ACA, PACFA or AASW)
3. Minimum 3 years' experience in similar role in Australia.
4. Excellent client assessment and support skills, including risk identification
5. Well-developed engagement and listening skills
6. Resourceful capacity to identify relevant information and resources for clients
7. Demonstrated experience in supervised client-based practice
8. Ability to organise and plan personal workload and maintain orderly systems
9. Current Driver's License, Working with Children Clearance (Ochre Card), and National Police Clearance or ability to obtain

**Desirable:**

10. Understanding of carers and people with disabilities roles and needs, and a commitment to their rights
11. Demonstrated experience in the use and maintenance of a client management database, Microsoft Office and general office and administration processes
12. Understanding of the National Disability Insurance Scheme (NDIS)
13. Experience working or collaborating with people from diverse backgrounds.
14. Current First Aid and CPR Certificate

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