



Position Description

Position Identification			
Position Title:	Carer Counsellor - Fixed Term 12 months		
Direct Reports	Not Applicable	Indirect Reports:	Not Applicable
HRIS Position Number:	1455	Effective Date:	March 2024
Location:	Chifley Drive, Preston		
Scope of Practice:	Scope of Practice Link / Not Applicable		
Delegation of Authority:	Refer to Delegation of Authority Policy		
Agreement/Classification <small>*For HR use only</small>	Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2017 <ul style="list-style-type: none"> SACSE Level 5 		
Organisational Context			
Divisional:	Healthy Communities		
Program:	Carer Services	Unit:	Carer Counselling
Organisational Chart	<pre> graph TD Manager[Manager Carer Services] --> TL1[Team Leader Assessment & Planning] Manager --> TL2[Team Leader Counselling & Coaching] Manager --> TL3[Team Leader Community Engagement] Manager --> TL4[Business & Systems Advisor] TL1 --> APO[Assessment & Planning Officers] TL2 --> CC[Carer Counsellors] TL2 --> CC2[Carer Coaches] TL3 --> CEAs[Community Engagement Advisors] TL4 --> ASOs[Admin Support Officers] </pre>		
Position Summary			
<p>Carer Counsellors are responsible for providing a range of short-term counselling and support services, including, care coordination, and group work to carers who care for people who are aged, have a disability, mental health condition or other chronic health condition including dementia. Carer counsellors provide direct counselling to individuals through face to face, structured telephone calls, internet or group work. The Carer Counsellor has a role in networking with other service providers in the region.</p> <p>Service Description Merri Health’s Carer Services Program supports carers in the Northern & Western Metro region of Melbourne. Carers can be parents, partners, spouses, young people and children, other family members, friends or neighbours. A carer provides support to someone who needs help managing at home or in the community because they are ageing, living with disability, a mental illness or a chronic medical condition.</p> <p>We work in partnership with carers to learn about their needs, support them in defining goals and assist with planning for the future. We support carers in their caring roles and aim at maximising carers’ health, wellbeing and social connections.</p>			



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The Carer Services Program delivers carer supports through a range of state and federally funded programs including the Carer Gateway, the Support for Carers Program and the Commonwealth Home Support Program.

Position Accountabilities

Responsibilities

Reporting to the Team Leader, Carer Counselling, this role:

- Provides client centred counselling services to carers using a range of appropriate methodologies including telephone, face-to-face, internet and group work in accordance with funding program guidelines.
- Collaborates with team members, sharing expertise to facilitate best outcomes for carers.
- Networks and liaises with counselling services to assist carers in accessing counselling in their local area
- Assists carers find and maintain motivation and confidence to strengthen their resilience.
- Identifies achievable counselling goals for the carer and in collaboration with the carer plan and how these goals will be achieved.
- Works with carers to build their self-care and coping mechanisms regarding the physical, stress and emotional challenges of care responsibilities.
- Provides accurate information, advice and referral to an integrated range of services/supports so the carer can find suitable care solutions based on their individual care relationship.
- Encourages and supports carers to attend and participate in peer support activities and to connect with other carers
- Collaborates with team members and provide secondary consultation and information in relation to support for carers., sharing expertise to facilitate best outcomes for carers
- Participates in networks and other relevant bodies as appropriate as directed by line management.
- Ensures a flow of information between relevant external stakeholders and client/stakeholders.
- Maintains comprehensive and up to date records and case notes in Client Management System ensuring case notes and other client information is recorded according to service standards and practice.
- Contributes to relevant Merri Health and Carer Service activities including meetings and working parties.
- Contributes to other relevant Merri Health activities as directed by the Team Leader, Carer Counselling.
- Undertakes professional development in accordance with an annual work plan developed in consultation with the Team Leader, Carer Counselling.
- Undertakes regular individual and group clinical supervision and debrief with peers and the Team Leader, Carer Counselling where appropriate.
- Participates in the annual staff review process.

Other Duties

- Maintain and enhance professional knowledge and technical skills by keeping up to date with new developments and relevant trends.
- Undertake any reasonable additional tasks as directed by Merri Health.
- Ensure compliance with all relevant legislation, funding guidelines, service standards and contractual obligations.
- Practice complies with professional registration, national code for health care workers and delegated scope of practice.



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<p>Safety and Risk</p>	<p>Occupational Health & Safety (OHS)</p> <ul style="list-style-type: none"> All employees have a duty to take reasonable care for the health and safety of themselves and others affected by their actions at work, and to comply with Merri Health’s OHS Frameworks. <p>Physical Inherent requirements (PIR)</p> <ul style="list-style-type: none"> Involves sedentary tasks requiring a low level of physical activity and alternation between seated and standing positions Incorporates computer based activities, where employees are required to maintain a slight to moderate degree of cervical flexion for periods of several minutes at a time, occasionally sitting for periods in excess of 20 minutes Sound upper limb joints, with the ability to withstand repetitive upper limb activity May be required to occasionally lift and carry items weighing up to 10kgs <p>Quality & Risk</p> <ul style="list-style-type: none"> Be proactive in risk identification, notification and management. Comply with Merri Health’s policies and procedures Participate in quality improvement activities and engage clients in these activities when relevant. <p><i>Merri Health is an equal opportunity employer and committed to ensuring a safe environment for children and young people. We encourage individuals of diverse backgrounds including but not limited to those from the Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse, the GLBTIQ community and those living with a disability to join our workforce.</i></p>
<p>Capabilities</p>	<p>All employees are expected to align their behaviours and utilise capabilities (or ‘soft skills’) in line with our organisational values and the level of responsibility of the position. The capabilities for this position can be found within Merri Health’s Capability Matrix.</p>
<p>Key Selection Criteria</p>	
<p>Essential</p>	<ul style="list-style-type: none"> Bachelor qualification in Social Work / Qualification in Counselling or equivalent tertiary related field. Demonstrated experience in working with individuals with short-term counselling and support service needs. Minimum of 3 years’ experience in direct service provision with associated skills in the provision of a high standard of care coordination, counselling and group work for the target population. Knowledge of a broad range of therapeutic interventions and theoretical frameworks. Demonstrated experience in designing, planning, delivering and evaluating group work programs. Knowledge of the community care sector, including the challenges faced by carers of people with dementia, disability, chronic illness, mental health condition and the aged. Effective interpersonal and communication skills (written and oral). High level organisational skills, including time management. Ability to work both autonomously and within a team environment.



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Desirable	<ul style="list-style-type: none">• Knowledge of issues impacting carers from Indigenous, CALD and LGBTIQ+ backgrounds and ability to speak a relevant community language.
Checks, Licences and Registration	<ul style="list-style-type: none">• National Police check• Working with Children check• Current full or probationary Drivers Licence• Formally accredited by one of the following Associations: Australian Counselling Association (ACA Level 2), or Psychotherapy and Counselling Federation of Australia (PCFA - Provisional), or Australian Association of Social Workers (AASW – Ordinary Member)• Right to work in Australia• Statutory Declaration• Immunisation Category B