

## POSITION DESCRIPTION

Position Details	
Position Title:	Senior Counsellor
Service Area:	Client Services
Location:	Darwin
Classification:	SCHCADS 6
Reports to :	Manager Client Services
Hours	38 Hours per week

Melaleuca Refugee Centre (MRC) provides a range of services to people from refugee backgrounds who are newly arriving into the Northern Territory. These services include settlement services, provision of a Program of Assistance to Survivors of Torture and Trauma and access to a range of development programs that enable the people we support to experience caring communities.

### THE ROLE

The Senior Counsellor is responsible for the provision of high level clinical counselling services to individual clients and families who have experienced torture and or trauma and who have complex support needs.

### KEY RESPONSIBILITIES

#### Client Services

- Conduct comprehensive psychosocial assessments, relevant interventions with individuals, and families, prepare treatment plans and provide short and long term Trauma counselling in line with contemporary best practice
- Provide advocacy associated with client treatment and wellbeing
- Undertake the required Melaleuca processes associated with the services that are being coordinated for the client. Maintain quality standards of record keeping, data collection and report writing
- Promote quality outcomes for clients and encourage the development of independence from the service
- Systematically obtain client feedback
- Make appropriate referrals to other professionals and agencies on behalf of clients to ensure they receive a holistic response to their needs, including follow-up if required
- Regularly review counselling and casework techniques and acquire new skills
- Prepare relevant reports where appropriate
- Initiate, plan and manage therapeutic groups and information sessions
- Ensure information systems for records and Treatment plans are used appropriately
- Actively participate with other internal teams in Case Conference meetings to ensure holistic wellbeing of the client
- Develop, conduct and document psycho-education group sessions tailored to the client cultural needs
- Input into the establishment of processes to improve holistic settlement service coordination to Clients within the Contract Region
- Work respectfully with all clients and their families and be mindful of the cultural and social influences that each family may present

#### Orientation

- Liaise with referring agencies regarding referrals and treatment plans
- Act as a consultant to other health professionals regarding assessment of risk and strategies for crisis/ brief intervention
- Provide information and communication briefings to referring agencies
- Maintain effective working relationships with service providers and government agencies
- Act as clinical information resource to students, trainees and others as appropriate
- Engage with internal teams to ensure seamless and consistent support to clients

### **Quality Improvement**

- Participate in ongoing evaluation of clinical practice and participates in quality improvement programmes.
- Participate in own individual performance review on a regular basis with the Clinical Services Manager.
- Maintain and enhance clinical skills by regular participation in professional development activities.
- Participate in regular clinical and service supervision.
- Responsible for ensuring, as far as practicable, the provision of a safe working environment.

### **Organisational Maintenance**

- Working under Melaleuca's values of client focus, inclusion, accountability and respect.
- Participate in supervision and debriefing as required.
- Actively contribute to the continuous quality improvement of the organisation
- Attend meetings, training, team building and other forums as required by the organisation.
- Remain flexible to moving between programs and offices as required.
- Contributing to agency key performance indicators.
- Comply with Melaleuca Refugee Centre's Policies and procedures at all times.
- Work co-operatively as a member of the Melaleuca team. As well as respectfully with all families and be mindful of the cultural and social influences that individuals and families may present
- Support a work environment that is free from discrimination, harassment, bullying and refrain from engagement in any activities that may be offensive, humiliating, uncomfortable for; or derogatory towards; other staff or the community.
- Contribute to the creation of general community awareness on refugee issues
- Contribute to the coordination of community events such as World Refugee Day or Harmony Day
- Positively reflect the organisation at all times.
- Undertake other duties as required

### **Leadership**

- Providing supervision to Trauma Counsellor
- Providing ongoing support, mentoring and initiating professional development opportunities to ensure skills are maintained for self and the Trauma Counsellor
- Responsible for day to day clinical guidance and supervision of the Trauma Counsellor

- As a highly accountable values based leader that is result driven and outcome focused actively report on the key deliverables for the counselling team and assist the manager client services with counselling services reporting.

**SKILLS, KNOWLEDGE, EXPERIENCE, QUALIFICATIONS AND/OR TRAINING**

**ESSENTIAL**

- Relevant tertiary qualifications in psychology and relevant experience.
- Demonstrated experience in conducting clinical assessments
- Demonstrated experience with counselling and clinical interventions in a mental health service, particularly with anxiety and depression
- Sound experience in community based mental health programs.
- Experience in case managing services for clients
- Demonstrated experience in working effectively and professionally in multi-disciplinary team of health professionals.
- Demonstrated experience with people from culturally and linguistically diverse backgrounds.
- Demonstrated ability to be accountable and meet agreed outcomes.
- Is computer literate in the Microsoft suite of programs and has experience in Client Management Software.
- Ability to maintain comprehensive documentation including case notes in relation to client treatment plans.
- Current valid driver's licence.
- Current Police Clearances and Working With Children Check Clearance.
- Australian Citizenship, Residency Status or Visa allowing unrestricted work rights.

**DESIRABLE**

- Previous employment in a Torture & Trauma Rehabilitation Service
- Registration with the relevant board of your professional qualification (provisional psychologists are encouraged to apply)

**Agreement to this Position Description:**

Employee Name: \_\_\_\_\_

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Manager's Signature: \_\_\_\_\_

Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_