

POSITION DESCRIPTION	
Position title	Counsellor
Service area	Health and Wellbeing
Location	Primarily Darwin; Casuarina and Palmerston as needed
Award/classification	SCHADS Industry Award - Level 4 Pay Point 1
Reports to	Manager Health and Wellbeing
Direct reports	Nil
Hours	3-days a fortnight, 22.8 hours per fortnight
Date approved	December 2024

THE ORGANISATION

Formed in 1997, [Melaleuca Australia](#) is a specialist organisation that supports humanitarian entrants, migrants and people from culturally and linguistically diverse (CaLD) backgrounds of all ages, settling in the Northern Territory of Australia, through the provision of a suite of [specialist services](#).

The organisation also offers generalist employment services as a [Workforce Australia](#) service provider, under an alliance arrangement with [AMES Australia](#), to enhance and improve economic participation through supporting individuals into meaningful employment.

Everything we do is in partnership with a network of individuals, community groups, government and non-government sectors to support successful outcomes for our clients.

Our vision is *a world where everyone belongs*.

THE ROLE

The Counsellor is responsible for delivering counselling services, clinical support, assessment and treatment plans for individuals and families presenting to MA with potential mental health issues arising from surviving torture and trauma.

KEY RESPONSIBILITIES

This role operates within the following domains and responsibilities:

1. Multicultural services

- Conduct triage and assessments of newly referred clients for counselling.
- Conduct comprehensive psychosocial assessments, relevant interventions with individuals, and families, prepare treatment plans and provide short and long term trauma counselling in line with Melaleuca processes and contemporary best practice.
- Provide advocacy associated with client treatment and wellbeing.
- 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.

2. Relationship management

- Where required, support psycho-education group sessions tailored to the client cultural needs.
- Where required, participate in Orientation Program by delivering modules to Humanitarian Settlement Program clients.
- Actively participate with other internal teams in Case Conference meetings to ensure holistic wellbeing of the client.
- Work respectfully with all clients and their families and be mindful of the cultural and social influences that each family may present.

3. Contracts, systems, reporting and administration

- Participate in ongoing evaluation of clinical practice to ensure continuous quality improvement.
- Actively work towards contractual key performance indicators of Program of Assistance to Survivors of Torture and Trauma and Family Support Services program.
- Engage with organisational required professional development and participate in ongoing activities to maintain and enhance clinical skills.
- Participate in regular performance reviews with Manager Health and Wellbeing.
- Participate in regular clinical supervision with both Manager Health and Wellbeing, and external Supervisor.
- Maintain quality standards of record keeping, data collection and report writing.
- Ensure documents and emails are saved in the correct location, named in a standardised and logical way and are easily accessible.

4. Organisation wide

- Comply with Melaleuca policies, procedures and values, and positively reflect the organisation at all times.
- Comply with Melaleuca's commitment to safeguarding children. Melaleuca Australia is a child safe organisation and is committed to safeguarding children and young people. Melaleuca has zero tolerance for child abuse and will contribute to providing an environment in which all children and young people feel safe, supported and respected.
- 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.
- Develop and maintain professional and respectful working relationships with all staff, stakeholders and clients, using cultural humility.
- Participate in supervision and debriefing as required.
- Participate in essential and non-essential Professional Development (PD) and maintain personal records of all PD to ensure ongoing upskilling. Participate in performance reviews on a regular basis with Manager.
- Attend meetings, training, toolbox, team building and other client related forums that may occur outside of workhours, and as required by the organisation.
- Actively contribute to the continuous quality improvement of the organisation.



- You may be required to work across any other Melaleuca sites in line with your appointed role and/or skills; and undertake other duties as required.

SELECTION CRITERIA

ESSENTIAL

1. Relevant tertiary qualifications in counselling or psychology and relevant experience.
2. Demonstrated experience with counselling, providing clinical interventions and conducting clinical assessments.
3. Experience in facilitating psycho-social group workshops and therapy sessions.
4. Experience in working effectively and professionally in multi-disciplinary team of health professionals.
5. Computer literate in the Microsoft Office and experience in Client Data Management.
6. Excellent oral and written communication skills including public speaking, comprehensive record keeping; and engagement with external stakeholders.
7. First aid qualification.
8. Registration with the relevant board of your professional qualification (provisional psychologists are encouraged to apply)

Desirable

1. Previous employment in a torture & trauma rehabilitation service.
2. Experience working within trauma informed frameworks.
3. Experience working with people from Aboriginal and Torres Strait Islander and CaLD backgrounds.
4. Experience conducting counselling with support of interpreters.

Licences/clearances (essential)

1. Current class c driver's licence
2. Current NT Ochre Card (Working with Children clearance)
3. Right to work in Australia
4. Satisfactory national criminal history report

AGREEMENT TO THIS POSITION DESCRIPTION:

Employee Name: _____

Employee Signature: _____

Date: _____

Manager's Signature: _____

Date: _____