

Lifeline Harbour to Hawkesbury Sydney Position Description

Job title: Volunteer Counsellor

Location: Gordon

Reports to: Senior Clinical Services Coordinator & Clinical Services Manager

Position Summary

Counsellors provide assessment, referral and ongoing, face-to-face short-term counselling for clients who approach Lifeline for assistance with generalist mental health or personal issues.

Key Accountabilities	Tasks
Counselling services	<ul style="list-style-type: none"> • Provide assessment and ongoing short-term counselling to a minimum of 3-4 active clients (equivalent to minimum of 4 counselling hours per fortnight). • Arrange referral of a client to an external counsellor or appropriate service provider after consultation with the Clinical Services Co-ordinator as necessary • Conduct counselling assessments and interventions within the scope of training and developing competencies
Client records	<ul style="list-style-type: none"> • Write up case notes on each client within 24 hours of interview, or as soon as possible thereafter • Adhere closely to policy and procedures for appropriate record keeping for all client contact
Lifeline policies and procedures	<ul style="list-style-type: none"> • Follow and observe all LLH2HS policies and procedures during interactions with clients • Return each file to the filing cabinet after use • Maintain strict confidentiality of details and notes about clients at all times • Observe all aspects of your professional code of conduct for counsellor-client interaction • Attend team meetings as required
Supervision	<ul style="list-style-type: none"> • Undertake regular supervision on caseload. Supervision can be in the form of either <ol style="list-style-type: none"> 1. Monthly small group supervision provided at LLH2HS and monthly individual supervision as provided by LLH2HS on request, or 2. External supervision as agreed with management (organisation and funding of this choice of supervision is the responsibility of the voluntary personal counsellor) • Meet regularly with the Clinical Services Coordinator to review case load and raise any concerns

<p>Professional development & accreditation standards</p>	<ul style="list-style-type: none"> • Participate in ongoing professional development each year in accordance with standards set by your professional registration body (i.e. AHPRA, APS, PACFA) • Participate in team activities in the professional development provided by LLH2HS. • Maintain an up-to-date National Police Check and Working with Children Check
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Core Competencies

Builds positive relationships

Establishes good interpersonal relationships by working collaboratively and helping people feel valued, listening and demonstrating sensitivity in reactions to problems and ideas.

Demonstrates commitment

Understands and adheres to Lifeline policies and procedures; shows behaviour and attitudes consistent with Lifeline's approach; demonstrates motivation to increasing own knowledge and skills.

Plans and organises work

Establishes courses of action for self and others to ensure that work is completed efficiently; works effectively without close supervision and shows punctuality and reliability in meetings with clients and staff.

Demonstrates adaptability

Adjusts effectively to new issues and requirements in the work environment, maintaining a positive and constructive approach.

Communicates effectively

Conveys information and ideas clearly in both verbal and written forms, in a way that engages others and ensures understanding.

Technical competencies

Essential

- Skill in developing therapeutic relationships
- Demonstrated competence in counselling
- Breadth of knowledge of allied health services and mental health issues
- Computer skills

Desirable

- Familiarity with cloud-based data storage system
- Competency with online appointment booking platform

Qualifications & experience

Essential

- Tertiary qualifications in Psychology and registration with AHPRA
OR
- Tertiary qualifications in Counselling and Membership of PACFA (Psychotherapy and Counselling Federation of Australia)
OR
- Tertiary qualifications in Social Work and membership with the Australian Association of Social Workers
- These qualifications will have been gained through a professionally recognised training institute, over a period of at least two years
- Training in suicide intervention strategies, e.g. through completing the ASIST program

Desirable

- Accreditation as a Lifeline Telephone Crisis Supporter
- Previous face-to-face counselling experience
- Previous experience working in a NGO

Manager name: _____ Signature: _____

Staff member: _____ Signature: _____

Date: _____