

	Position Description
Position Title	Social Worker/Counsellor
Reports to	Counselling Team Leader
Team	Counselling
Agreement / Award	Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2013-2015.
Classification	Social Worker - Class 2 or Class 3 (depending on skills and experience)
EFT	0.8 EFT
Employment Mode	Ongoing
Period of Employment	Ongoing
Document Version	V2
Date Last Reviewed	May 2015

Organisational Context

Ballarat Community Health (BCH) strives for high quality, flexible and responsive service delivery and health promotion with a focus on service monitoring, review and evaluation. BCH provides a broad range of services to the community of Ballarat, with outreach services delivered in the Central Highlands region and beyond. There is a primary emphasis in all service delivery on health promotion and illness prevention. BCH is committed to operating as a values-based organisation and has adopted the below values as key to our work. We seek to demonstrate these values in the way we choose to behave and interact with each other, our clients, partners and the community. Compassion, empathy and empowerment are important behaviours in underpinning these values.

Vision

That the people of the communities we serve achieve the best possible health and wellbeing.

Mission

In partnership with the community, to create opportunities and supportive environments which empower people to develop and maintain healthy lifestyles and prevent or manage illness.

Values

Respect

- Valuing each other's points of view, accepting and giving feedback in a non-judgmental manner.
- Treating people in a way that is right or reasonable without prejudice.

Integrity

- Adherence to moral and ethical principles: honesty, sincerity, truthfulness, trustworthy, honourable, fair and genuine.

Responsibility

- Being trustworthy, accountable and reliable.
- Thoughtfully acting in the way that is needed, suitable or right for a particular situation.

Optimism

- Having an affirmative outlook, focusing on potential and abilities.

Courage

- The quality of mind or spirit that enables a person to face difficulties and challenges.

Resilience

- The strength and determination to overcome episodes of difficulty and hardship despite potential frequency.

Position Summary

The Social Worker/Counsellor will work closely with the team to support counsellors and their clients in accessing a range of services that meet the psycho-social and other needs of the clients. The Social Worker/Counsellor will act as an advocate for clients with supports and services that impact directly on the health and wellbeing of the client or their carer, to enable the client and/or carer to receive holistic support.

The Social Worker/Counsellor will also provide generalist counselling services approximately 1 day per week. This role will include providing consultation, support and advice to other program staff such as Healthy Lifestyle, AOD, Refugee Services and Youth services. While individual, couple, family counselling and group work are key components of the position, other duties will include early intervention, program development and education for the community and primary care services. The Social Worker/Counsellor will be expected to work with clients from culturally and linguistically diverse communities.

Qualifications/Experience

Tertiary qualifications in Social Work

Key Tasks and Responsibilities

Service Delivery

- Provide advocacy for clients to access a comprehensive range of services and supports according to their needs
- Provide ongoing support, information and advice to the team about existing services and supports available to clients
- Explore and promote referral pathways within BCH for clients to improve their health outcomes
- Participate in care planning and facilitate the smooth transition of clients through the health and welfare system, liaising with relevant staff and community agencies to ensure continuity of care for individual clients and their families
- Provide case management and planning for individuals/families with complex problems or who require assistance including refugee clients and clients referred for emergency response personal support in accessing appropriate services
- Participate in joint case management with other agencies and service providers where appropriate
- Participate in the intake system as required
- Provide initial assessments, treatment/intervention, counselling and referrals to individuals, couples, families or other groups with an emphasis on early intervention, in a manner that is equitable and culturally relevant
- Make appropriate referrals to other internal programs or external agencies where indicated by initial assessment or subsequent events
- Develop treatment plans based on initial assessment, monitoring and reviewing the plan regularly
- Participate in the planning, implementation and evaluation of special projects where deemed appropriate in collaboration with other programs/services
- Participate in regular individual and peer supervision.
- To participate in an annual performance development review and plan
- Engage in health promotion activities such as promoting mental health issues in a range of internal BCH programs and external community programs and events etc
- Work with and focus on self-management principles
- Provide secondary consultation where required
- Service Coordination including: initial needs identification, assessment and referrals and care planning for clients

Scope of Practice

- To be eligible for registration with The Australian Association of Social Workers (AASW)
- To practice within AASW's Code of Ethics and Practice Standards

Reporting

- Maintain relevant client data and submit statistical reports when required/requested

- Provide written reports as required for BCH, Department of Human Services and/or other relevant stakeholders
- Maintain professional case notes and undertake administrative duties as required by the role

Organisational Responsibilities

(Governance, Quality, Risk, Training, Professional Obligations, Credentials)

- Establish and maintain cooperative working relationships with staff and ensure alignment with the BCH values at all times
- Work within professional boundaries and relevant scope of practise at all times
- Support student placements and participate in supervising students and/or volunteers as required
- Writing reports for students with regard to clinical placement outcomes
- Adhere to Infection Control and Poison Control Plans where relevant and applicable
- Ensure focus on and adherence to clinical governance guidelines and procedures
- Maintain relevant professional registration
- Relief reception, including participation in the Needle and Syringe Program (NSP)
- Participate in health promotion activities in line with the Health Promotion Plan as required
- Work cooperatively across the teams to provide a comprehensive coordinated health promotion service
- Attend approved professional development sessions and keep up to date with current developments, theories and practises in the field
- Participate in compulsory BCH training programs which may include Cultural and Diversity Training, All Staff Training Days, GLBTI Training, Aboriginal Cultural Training, First Aid and CPR, Smoking Cessation, NSP, Elder Abuse, Case Note Training, Act@Work Training etc
- Ensure that client and staff confidentiality is respected and upheld at all times
- Attend and actively participate in meetings as required
- Represent and promote Ballarat Community Health appropriately, taking into consideration BCH advocacy statements and values
- Participate in performance development plans and supervision
- Be aware of and perform all duties in accordance with the organisation's stated policies and procedures
- Participate in the organisations continuous quality improvement programs and activities
- Assist with the identification and analysis of risks within your department and the organisation

Computer - Use of the following packages

- Microsoft Office – Word, Excel, Power Point, Access, Publisher
- TCM
- VHIMS

Occupational Health & Safety

All employees are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by reporting all incidents and injuries as well as co-operating with any measures introduced into the workplace to improve OH&S. Staff are also expected to take responsibility to ensure the health, safety and well-being of self, colleagues and clients. Staff must report near misses and incidents promptly, participate in occupational health and safety activities and observe any lawful instructions regarding health and safety.

This role requires the incumbent to:

- Use or have the ability to use a computer within the context of appropriate OH&S regulations
- Use or have the ability to drive a motor vehicle if required
- Use or have the ability to lift/move training equipment if required

Key Selection Criteria

Qualifications & Experience

1. A post graduate degree in Social Work and eligibility for registration with AASW
2. Demonstrated experience in case work counselling, with the knowledge of a range of theoretical frameworks used in working with individuals, couples, families and groups
3. Experience and understanding of rural and regional issues impacting on individual's and family's well being
4. A strong understanding of and experience working within the social model of health framework
5. Demonstrated experience in developing and implementing community based programs to meet local needs
6. A sound knowledge of assessment and treatment options and a demonstrated ability to apply this

- knowledge for a broad range of client groups
7. Experience working in a multi-disciplinary team and organisation

Skills & Attributes

1. Knowledge of the health, welfare and education networks in the Ballarat region
2. Ability to work effectively with people impacted by family violence; refugee clients and communities; and ability to work with interpreters
3. Effective oral and written communication skills and a professional attitude and presentation
4. Commitment to continuous quality improvement and professional development
5. Demonstrated initiative in problem solving and a flexible approach to work duties
6. Strong computer literacy
7. Ability to align with the BCH values in all areas of work

Conditions of Employment and other relevant information

- BCH strongly supports Equal Opportunity and Access to Services, and requires all staff to be sensitive and inclusive of individual needs including but not limited to cultural, religious and sexual orientation
- The successful applicant will be required to undertake a police records check. Appointment is subject to the outcome of this check.
- The successful applicant will be required to obtain and maintain a valid employment Working With Children Check whilst employed in this position.
- The successful applicant will be required to hold a current driver's licence.
- Prior to being appointed to this position it is required that there is a full disclosure of any pre-existing injuries or disease that might be affected by employment in this position.
- The position is located at the BCH Lucas campus but the Service reserves the right to vary the location of the position according to the needs of the Service and its clients and any future changes to the Service's area of operation.
- Management may alter this Position Description if and when the need arises. Any such changes will be made in consultation with the affected employee(s). Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive.
- Salary sacrifice arrangements are available to all staff subject to Ballarat Community Health's ongoing Fringe Benefits Tax exempt status.

This position description is approved by:

CEO's (or representative) Name

CEO's Signature

Date

Employee – I have read, understood and accept the following position description:

Employee's Name (please print)

Employee's Signature

Date