

Position Profile

Thank you for your interest in Karuna Hospice Services!

Karuna has a clearly identified purpose: to transform and enrich lives.

Established in 1992, Karuna Hospice Services is a Brisbane-based, not-for-profit charity that helps people to live a meaningful and happy life while embracing uncertainty and change. Karuna's services are linked to the times in life when people are most likely to be seeking answers and care, either for themselves or others, in situations where lives are limited by illness, when facing death or dying, when grieving and when seeking meaning in life.

We have developed models of care and education which help people understand, prepare for and face the end of life with calm and acceptance. We provide:

- In-home care in Brisbane North, Caboolture and Redcliffe areas,
- Counselling,
- Education courses, and
- Resources through the Karuna Bookshop.

In serving the community, Karuna strives to follow the inspirational ideals and examples set by His Holiness the Dalai Lama, Karuna's Spiritual Patron, whose own lifelong mission is to serve others with universal compassion and kindness.

For further information, please refer to <http://www.karuna.org.au/>

Our Values

- To serve others with kindness and compassion
- To empower by building courage and confidence
- To be a trusted place of refuge
- To use the wisdom of our spiritual lineage to be thought leaders

Position Overview

Position Title	Social worker/Counsellor
Position Purpose	<p>The Social worker/Counsellor</p> <ul style="list-style-type: none"> • Recognises and approaches care delivery from a holistic perspective (body and mind) in order to transform and enrich clients' lives, at end of life. • Incorporates Karuna's spiritual framework into our service delivery model. • Contributes to meeting funding targets. • Is responsive to new service opportunities to increase client outcomes, including the implementation of new initiatives and services identified through Karuna's strategic planning processes. • Contributes to building a strong and flourishing multidisciplinary team environment consistent with Karuna's values. • Represents Karuna's brand amongst our clinical stakeholders and the community, including hospitals, referrers, palliative care agencies and service providers.

	<ul style="list-style-type: none"> • Provide social work and counselling to Karuna clients in pre-death, grief, loss and bereavement. • Is responsible for working with the team in development and facilitating group work, presentations, resources and programs • Reinforce Karuna's values by modelling supportive behaviours in the workplace
Commencement Date and/or Contract Period	Preferably weds/Thurs /Fri (7.6hrs a day)
Responsible to	Client Services Manager
Annual pay range	Level 5 \$30.26 per hour Generous salary packaging arrangements available
Superannuation	Employer contribution of 9%
Employment Status	
Hours of Work	Between 8am to 5pm weekdays, unless negotiated otherwise
Location	27 Cartwright Street, Windsor

Essential Selection Criteria:

1. Eligibility for membership to the **Australian Association Social Work (AASW) and Queensland Counsellors Association (QCA)** or equivalent body
2. Proven experience in delivering client focussed service, and demonstrated commitment to maximising client outcomes.
3. Demonstrated skills and experience in working with a multidisciplinary team to ensure timely, high quality results and evidence-based practice
4. Experience in working in end of life care, grief, loss and bereavement
5. Experience in working in a multidisciplinary team with demonstrated communication and interpersonal skills
6. Must have a current Queensland drivers licence
7. Must have ability to prioritise and manage a diverse workload

Desirable Selection Criteria:

1. Experience working in the Community sector
2. Flexible and mature attitude to manage workplace and client transitions
3. Experience working with individuals , families and groups
4. Experience in development and delivery of Education programs

POSITION DESCRIPTION

Accountabilities	Key Activities & Expected Outcomes
Care provision for Karuna Homecare clients	<ul style="list-style-type: none"> • Carry out psychosocial assessments, documentation and evaluation using appropriate tools and develop a care plan in consultation with clients, team and client coordinators • Provide social work support, advocacy and counselling to Karuna's Home care clients and their families on an individual, family or group basis • Support may be delivered face to face, telephone, email or by 'e-service' e.g. Skype • Support may be delivered in the home, the office, hospital or in the community • Liaise with Karuna's clinical team and external service providers to ensure a coordinated multi-disciplinary service is provided to clients and their families • Assist in developing and maintaining collaborative relationships with community health care services • Refer clients requiring longer term counselling, spiritual care or respite onto the most appropriate services • Ensure carers and families are transferred to Karuna's Bereavement program and provided bereavement counselling support for 12 months following death • Provide and accurately enter monthly statistical data as appropriate
Care provision for community care clients	<ul style="list-style-type: none"> • Provide compassionate support, counselling and psychotherapy as part of the community care program • Support may be delivered face to face, telephone, email or by 'e-service' e.g. Skype • Support may be delivered in the home, the office, hospital or in the Brisbane north catchment community • Carry out psychosocial assessments, documentation and evaluation using appropriate tools and develop a care plan in consultation with clients and team where appropriate • Refer clients requiring longer term counselling, spiritual care or respite onto the most appropriate services
Education and information requirements	<ul style="list-style-type: none"> • Contribute to the client volunteer training program by providing education on psycho-social components as requested by Management • Ensure the psycho-social modules of the Family support volunteer training course are based on best practice • Ensure new staff are provided with an understanding of grief and loss as it relates to Karuna's service • Contribute to clinical team development activities including education and continuous improvement
Peer Supervision	<ul style="list-style-type: none"> • Provide supervision of social work placements as approved by Management • Provide peer supervision to program teams and individual staff on an agreed timeframe
Organisational support	<ul style="list-style-type: none"> • Carry out tasks and duties as directed by management
Special contribution	
Living the Karuna values and culture	<ul style="list-style-type: none"> • Be kind as much as possible, it is always possible • Work to maximise team performance • Promote the principles of collaboration, accountability & open

Accountabilities	Key Activities & Expected Outcomes
	<p>communication</p> <ul style="list-style-type: none"> • Focus on solutions rather than problems • Proactively acknowledge the contributions of others for successes • Respect other staff members time & space • Align behaviours with established organisational values & staff policies • Represent the philosophical and spiritual values of Karuna at all external meetings • Demonstrate good knowledge and understanding of Karuna's Policies and Procedures (this includes any new and/or updated policies and procedures as advised by Management)
Organisational Development	<ul style="list-style-type: none"> • Maintain alertness to developmental opportunities including: <ul style="list-style-type: none"> ○ opportunities to offer additional services to existing or potential clients ○ potential volunteers ○ donor or supporter opportunities and networks • Support marketing initiatives and organisational development activities as required • Contribute to the development of funding submissions as required
Professionalism	<ul style="list-style-type: none"> • Establish personal credibility with clients and others, through professional presentation of self and work • Respect client & organisational confidentiality at all times • Identify and communicate to your immediate supervisor, potential conflicts of interest • Deliver to the client, services as agreed upon in contracts, clinical practice guidelines, legislative requirements and quality standards • Ensure that essential tasks undertaken are delegated effectively to other staff when taking leave
Quality Management	<ul style="list-style-type: none"> • Organise & direct quality work efforts through the use of effective planning, goal setting, KPI and Performance development, monitoring and performance reporting (eg quarterly plans, planning checklists) • Ensure written communication and reports are accurate, both technically and grammatically, as well as tailored for the audience • Seek professional advice when required • Communicate issues & risks to your supervisor, including workflow conflicts or difficulties, along with possible solutions • Periodically review business processes you are responsible for, making improvements as required & communicate any changes to staff as required
Personal & Professional Development	<ul style="list-style-type: none"> • Strive to build on existing skills and capabilities (actively seek opportunities to improve skills and competencies) • Comply with relevant professional development requirements in order to keep any relevant qualifications current • Attend & contribute to organisational training sessions • Proactively prepare for cooperative planning process • Complete personal actions in personal development plan

Accountabilities	Key Activities & Expected Outcomes
	<ul style="list-style-type: none"> • Proactively seek feedback on work performance • Record professional development received
Work & Time management	<ul style="list-style-type: none"> • Manage time effectively to meet individual and team objectives, as well as required deadlines • Where appropriate, delegate tasks to other staff or areas for better utilisation of time and resources • Exercise punctuality in general, including meetings & training sessions • Manage self balance between work & life commitments