



# Position Description Clinical Counsellor

**Position Title:** Clinical Counsellor  
**Award:** Social, Community, Home Care and Disability Services Industry Award 2010  
**Classification:** Level 5-6  
**Date of Review:** December 2021

## Organisational Environment

The Gympie & District Women's Health Group Inc. is a not-for-profit charity, non-government, community-based organisation.

The organisation operates under a Constitution that declares the objects of the organisation to be: "To provide a service for women by women."

- To provide clinical health services by qualified professionals to promote the prevention or control of physical and mental diseases in human beings.
- To operate a service for women that provides health screening facilities and access to health services in accordance with evidence-based practice.
- To provide information, education, referral, and advocacy that promotes improved health outcomes for the community of Gympie and surrounding districts.
- To provide services which empower women to make choices that will enhance their health and wellbeing; and to encourage women to actively participate in making informed decisions regarding their health.
- Services to be enhanced by forming and utilising strategic partnerships with other service providers.
- To research and collect data on women's health to add to the national body of knowledge so that the health needs of women in rural areas can be addressed.
- To conduct all other activities that are conducive and ancillary to the organisation's primary focus as a health promotion charity assisting women to have better health and wellbeing.

## Our Purpose

The Gympie & District Women's Health Centre is an innovative and dynamic women's health service playing an active role in community and regional service provision and development.

The Gympie & District Women's Health Centre holds the view that by positively impacting on the health and wellbeing of women it improves the health and wellbeing of their families and the broader community.

## Our vision

We envisage a future where everyone in our community experiences health and wellbeing, safety, equity, opportunity, vitality, and social connection.

## Our Values

Equity, Respect, Integrity, Inclusion, Compassion, Collaboration, Connection.

## Our Strategic Goals for 2021-2024

Accessible services for women are provided with a focus on primary health, prevention, and early intervention, based on feminist, social justice, and trauma-informed care principles.

The scope of service delivery is maximised by maintaining, extending, and diversifying funding streams responding to the needs of the community and fully utilising the capacity of the centre's human and structural resources.

The Gympie Women's Health Centre is identified as a quality service in the Gympie regional community.

#### Purpose of the position

1. Provide professional clinical counselling services, including support, referral, information, and advocacy, in accordance with the organisation's stated objects within a feminist framework.
2. Responsible for the planning, coordination, facilitation and evaluation of psychoeducation and therapeutic group programs.
3. Participate as a member of the multi-disciplinary team.
4. Develop and support strong networks and working relationships between the organisation and other service providers that facilitate a collaborative approach, sharing of resources and expansion of service capacity.
5. Participate where appropriate in the planning and delivery of health promotion and educational activities that address the health needs of women in the community.
6. Support and engage in the establishment of organisational systems and processes in line with evidence-based practice and continuous quality improvement and the HSQF framework.

#### Accountability and relationships

Primary delegations and accountability are in accordance with the Delegations of Authority document.

This position is responsible to the Manager and ultimately responsible to the Management Committee.

This position is required to work within a team environment which supports open, accountable, and transparent processes and a multidisciplinary approach to service delivery.

This position is also required to liaise and consult with other health professionals and service providers in providing direct services to women in the planning, coordination, implementation and evaluation of the therapeutic interventions, health promotion/community education programs and activities.

#### Performance Standard

This position requires the ability to exercise initiative and professional judgment within prescribed areas of responsibility and authority, and to practice with minimal supervision.

Develops a requisite knowledge and understanding of the organisation's values, purpose statement, strategic goals and objectives, implementation plan.

Practices in accordance with the organisation's policies and procedures, legislation, and relevant professional association standards.

Adheres to the organisation's personnel code of conduct, work health and safety individual responsibilities agreement and confidentiality agreement.

Sets priorities and monitors outcomes in areas of responsibility.

Demonstrates a high level of oral and written communication skills in all aspects relevant to the position.

**Primary Duties:**

1. Provision of professional clinical counselling services to women aged 14 and upwards on any issue utilising a broad range of theoretical frameworks and therapeutic approaches.
2. Management of appropriate information and referral systems that reflect professional practice.
3. Planning, coordination, facilitation, and evaluation of psychoeducation and therapeutic group programs and community education activities.

**Primary duty 1:** Provision of professional counselling services to women aged 14 and upwards on any issue.

Specific activities	Performance Indicators
<p>Provide therapeutic counselling, support, information, referral, and advocacy services within a feminist framework. Assess and provide appropriate trauma counselling for women with experiences of domestic abuse and sexual assault, creating a supportive and safe environment.</p> <p>Delivery of specialised culturally safe counselling specific to the needs of ATSI and CALD communities.</p> <p>Comply with legislation and mandatory reporting requirements and maintain appropriate client notes and statistical reporting.</p> <p>Utilises a broad range of theoretical frameworks and therapeutic approaches tailored to meet individual client needs.</p> <p>Maintain high ethical and professional standards and feminist perspectives in counselling approaches.</p> <p>Engage in ongoing professional development and supervision to comply with professional association standards and professional requirements.</p>	<p>Client feedback through snapshot evaluations collected and collated; client notes audit successfully completed.</p> <p>Internal supervision and client notes audit successfully completed. Client notes compliant with client notes audit process, client registration book and filing system maintained.</p> <p>Client notes compliant with client notes audit process. Participate in peer support, internal and external supervision attended.</p> <p>Participate in peer support, internal and external supervision attended.</p> <p>Current professional association membership maintained, and training register up to date.</p>

**Primary duty 2:** Management of appropriate information and referral systems that reflect professional practice.

Specific activities	Performance Indicators
<p>Maintain up-to-date referral information, procedures, and forms.</p> <p>Liaise with referral sources and record referral pathways in client notes.</p> <p>Support clients to address their identified issues through appropriate and, where necessary, facilitated referral procedures.</p>	<p>Information updated regularly.</p> <p>Established contacts; client notes audit successfully completed.</p> <p>Data collected and positive client feedback; client notes audit successfully completed.</p>

**Primary duty 3:** Planning, coordination, facilitation and evaluation of psychoeducation and therapeutic group programs and community education activities.

Specific activities	Performance Indicators
Plan, coordinate, facilitate and evaluate psychoeducation and therapeutic groups for women.	Number of groups facilitated and collated feedback from evaluations, internal supervision, and peer support.
Plan, coordinate, facilitate and evaluate community education activities, including those in collaboration with other service providers.	Number of groups facilitated, and collated feedback from evaluations, internal supervision, and peer support.

## Secondary duties

1. Contribute to the development and implementation of the organisation's vision, purpose, strategic goals, and objectives.
2. Contribute to a continuous quality improvement process and adhere to best practice principles.
3. Attend to all administrative requirements relevant to the position, in a timely and accurate manner.
4. Network, liaise, and work collaboratively with other service providers.
5. Participate as a member of the multidisciplinary team.

**Secondary duty 1:** Contribute to the development and implementation of the organisation's vision, purpose, strategic goals, and objectives.

Specific activities	Performance Indicators
Demonstrate an understanding of and willingness to work within the Principles of Women's Health Care, within a feminist framework and an awareness of the National Women's Health Policy and Qld Women's Strategy.	Completed induction process, internal supervision, client notes audit successfully completed.
Participate in activities set out in the strategic and implementation plans and as per current contracts.	Internal supervision, engagement in planning activities, and staff meetings.
Maintain a professional standard in appearance, conduct, and practice	Counselling evaluations, internal supervision, and feedback from other service providers and personnel.

**Secondary duty 2:** Contribute to a continuous quality improvement process and share the organisation's commitment to best practice.

Specific activities	Performance Indicators
Participate in planning, implementation, and evaluation of services and engage in community consultation.	Feedback from clients and service providers.
Participate in professional development as per identified skill development needs and within budget provided.	Professional development sessions attended and register updated.
Participate in professional supervision as per external supervision policy.	Professional supervision sessions attended.
Engage in self-reflective practice and internal service review process.	Documentation in personnel files.
Contribute to the improvement of internal systems and procedures as per HSQF (Health Service Quality Framework).	Participation in continuous improvement processes, e.g. risk management, staff meetings, group evaluations, policy formation and review.

**Secondary duty 3:** Process administrative requirements of the position in a timely and accurate manner.

Specific activities	Performance Indicators
Maintain up-to-date data collection and contribute to reporting requirements of service by recording activity report data on a daily basis.	Statistical data is completed and submitted. Diary entries are up-to-date and accurate.
Document planned and evaluated activities, enter statistical data into the diary, and present results at staff meetings.	Number of planned, evaluated, and presented activity reports.
Monitor and respond to emails and monitor and respond to other forms of communication, e.g. letters, referral information, and messages in a timely and appropriate manner	Appropriate responses received in a timely manner.

**Secondary duty 4:** Network, liaise and work collaboratively with other service providers.

Specific activities	Performance Indicators
Make appropriate referrals through referral pathways.	Referrals made as per client notes and statistical data.
Attend and contribute to network meetings where appropriate.	Attendance at network meetings as per the meeting minutes, diary, and activity report.
Collaborate with other service providers on community events and attend where appropriate.	Planning meetings attended and community events attended as per activity report and diary.

**Secondary duty 5:** Participate as a member of the multidisciplinary team

Specific activities	Performance Indicators
Contribute to a team environment and support other personnel.	Feedback through compliments and concerns as documented in staff meeting minutes.
Participate in staff meetings, peer support, team development activities and service planning days and complete any assigned tasks.	Attendance of activities. Execution of allocated tasks within time frames.

## Selection Criteria:

**Please note your application for this position must address each of the selection criteria listed below. Applications not addressing the selection criteria cannot be considered.**

Application should also contain the names, addresses, and telephone numbers of at least two (2) referees, one preferably your current supervisor, who may be contacted with respect to your application. Short-listing and selection will be based upon your response to these selection criteria.

### **SC1**

Tertiary qualifications in Social Work, Psychology, Social Science, or other relevant qualification and current relevant professional association membership. Accredited Mental Health Social Work Registration highly regarded.

### **SC2**

Demonstrated experience in providing clinical counselling interventions on a broad range of mental health issues, domestic and family violence, and awareness of legislation and mandatory reporting requirements.

### **SC3**

Demonstrated experience in developing, coordinating, facilitating, and evaluating, therapeutic groups and community education activities.

### **SC4**

Demonstrated analysis of the socio-political issues affecting the health, wellbeing, and status of women.

### **SC5**

Demonstrated ability and experience in networking and liaison, and in working in collaboration with other service providers, which supports a multidisciplinary approach to service delivery.

### **SC6**

Knowledge of the principles of continuous quality improvement and contemporary human services practice, implementing best practice initiatives.

### **Additional Factors:**

- Current A-class licence to operate a motor vehicle.
- Employment is conditional upon a Blue Card approval (working with children) and police check.
- There is a requirement to attend functions, conferences, seminars, meetings and events as a representative of the Gympie & district Women's Health Centre in the evenings/weekends, and to travel when required.
- Upon appointment, the successful applicant will be required to sign a confidentiality agreement to uphold and respect the rights of clients in accordance with the Centre's stated policy.
- It is understood that the successful applicant will have comprehensive computer skills in order to execute their duties successfully.
- This position description details the minimum outcomes required for the position and employment. Personnel may be required to perform other duties relevant to the role.