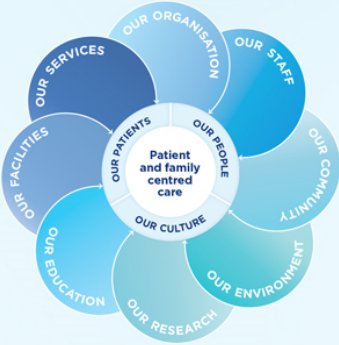


POSITION DESCRIPTION



Sydney
Local Health District

Employee Assistance Program (EAP) Staff Counsellor (Social Worker/Counsellor Level 3 or Psychologist or Clinical Psychologist)

 Patient and Family Centred Care Our patients Our people Our culture OUR VISION Excellence in health and healthcare for all OUR CORE VALUES Collaboration Openness Respect Empowerment	
Organisation	NSW Health
Local Health District / Agency	Sydney Local Health District
Position Classification	Counsellor Lvl 3 ,Psychologist, Social Worker Lvl 3
State Award	Health and Community Employees Psychologists (State) Award NSW Health Service Health Professionals (State) Award
Category	Allied Health Health Clinician
Vaccination Category	Category A
ANZSCO Code	251999 Health Diagnostic and Promotion Professionals nec
Website	www.slhd.nsw.gov.au/

PRIMARY PURPOSE

Provide advanced level Employee Assistance Program (EAP) clinical counselling and organisational services for SLHD staff and managers, including: crisis intervention; short term counselling; management consultation; 1:1 and group supervision, mentoring and staff development, and Post Traumatic Incident consultation and support. This position assists Sydney LHD to meet the requirements of "Employee Assistance Programs" and ACHS Accreditation and WHS standards.

Sydney Local Health District's vision incorporates NSW Health Core Values and a commitment to equity, health improvement, timeliness and efficiency, recognising that evidence-based service delivery requires highly skilled and valued staff supported by research, education and state-of-the-art technologies.

Our strategic priority under this vision is our commitment to excellence in Patient and Family Centre Care. Staff are supported to ensure patients, their families and carers are considered as partners in care to achieve optimal patient outcomes and best possible healthcare experience.

RESPIRATOR USE

NSW Health workers may be required to use a respirator, as part of their appointment with NSW Health. Where a

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respirator is required for use, workers will be instructed in their safe use; including donning, doffing and fit checking. Staff may be required to complete fit testing to selected respirator/s to assess their facial fit/seal.

At all times when a health worker is required to use a respirator, the health worker must not have any facial hair present. Processes are in place to support workers that need to keep facial hair due to religious observance requirements and/ or health conditions.

ESSENTIAL CRITERIA

- Must hold a Bachelor or post graduate degree in Social Work that provides eligibility for full membership of the AASW **OR** qualifications recognised for full registration with the Psychology Board of Australia **OR** Counselling qualifications recognised for clinical registration with Psychotherapy and Counselling Federation of Australia.
- Current NSW Drivers Licence (P1 and P2 acceptable).

KEY ACCOUNTABILITIES

- Provide client centred consultation and counselling for SLHD staff and managers, which supports the delivery of innovative and evidence based clinical and organisational practice models and therapeutic techniques in accordance with client and organisational needs, within the limitations of the EAP role and resources, and in line with evidence based practice.
- Provision of a strictly confidential, advanced level personal counselling service available to all SLHD staff and their families at all sites. This includes effective assessment and referral, crisis intervention, ongoing counselling, case management, change management, conflict resolution and follow-up care.
- EAP workplace support, training and team development services to staff and managers in circumstances of a complex nature requiring advanced practice skills, and operate independently with minimal direct supervision. These areas include: *Post Traumatic Incident Support; Compassion Fatigue; Vicarious Traumatization; Effective Communication Under Pressure, and Change Management.*
- Ensure EAP services are delivered within professional, organisational, legal and ethical boundaries and reflect evidence based practice and knowledge.
- Exercise independent professional judgement when required in solving problems and managing cases and incidents across SLHD sites and services.
- Active participation in the planning, implementation, and evaluation of EAP Counselling & Consultation services and to promote effectiveness and efficiency of EAP service delivery.
- Ensure timely and accurate use of EAP administrative systems with computing skills adequate for database, statistical reports and other clinical/organizational activities. This includes mandatory reporting requirements, and other activities required for strategic planning, quality improvement and research.
- Ensure professional responsibilities are met including engagement in ongoing education/training, and participation in regular external and internal clinical and organisational practice supervision.
- Facilitate and promote SLHD Managers and Staff feedback to ensure EAP is meeting their needs.
- Utilise and disseminate the findings of research e.g. Staff Wellbeing, Resilience, VT and Compassion Fatigue, to ensure current evidence based clinical and organisational practice is implemented and applied in EAP.
- Participation in the development, implementation, monitoring and evaluation of staff health and wellbeing pathways, and related local business rules, procedures and standards to ensure best practice in EAP services across SLHD.
- Provide support to the EAP Team and SLHD management as required in attending meetings, providing

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- reports, feedback from staff and input into policy or procedure development.
- Will be required to work at any SLHD site on request from the EAP Manager.

KEY CHALLENGES

- Applying evidence based practice while dealing effectively & efficiently with a broad range of clinical issues and prioritising competing clinical and administrative demands in managing a high volume of diverse and complex case work.
- Maintaining confidentiality, clear boundaries and balance between the needs of the individual and those of the organisation.
- Maintaining self-sufficiency and resilience within an isolated professional structure. EAP staff primarily work alone across the SLHD sites with support and consultation from the EAP Manager and EAP colleagues.

KEY RELATIONSHIPS

Who	Why
SLHD EAP Manager	Line Manager - Provide and receive feedback; operational & professional issues.
SLHD Executive, Managers & Staff	Manager Assist, Service planning – Post Incident Support, Training Manager Assist, Service planning – Post Incident Support, Training. Core individual and group EAP services.
SLHD EAP Team	Collegial support and consultation, active participation in Team CPD activities, collaboration on training and staff support initiatives and activities.
NGOs, other NSW Health	Post Traumatic incident support, urgent referrals, other special referrals from the Chief Executive and other SLHD Executive & Senior Management.

SELECTION CRITERIA

- Must hold a Bachelor or post graduate degree in Social Work that provides eligibility for full membership of the AASW, with experience at Level 2 or higher OR qualifications recognised for full registration with the Psychology Board of Australia OR Counselling qualifications recognised for clinical registration with Psychotherapy and Counselling Federation of Australia. Current NSW Drivers Licence (P1 and P2 acceptable).

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Local Health District

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2. Demonstrated advanced clinical knowledge, skill, and significant clinical experience in the provision of confidential professional counselling including interventions regarding work related difficulties with individuals and groups.
3. Demonstrated experience and skills in providing workplace support, training and team development services to staff and managers in circumstances of a complex nature requiring advanced practice skills, and operate independently with minimal direct supervision.
4. Demonstrated ability to independently problem solve, and apply professional and ethical boundaries when working with complex clinical and /or organisational situations.
5. Demonstrated high level verbal and written communication and interpersonal skills, and the ability to relate well with people at all levels, individually and in workplace training and group work. Demonstrated ability to initiate, lead, complete and evaluate quality improvement initiatives and/or research focused on staff wellbeing.
6. Demonstrated experience and advanced level skills in the provision of consultation, mentoring and development of managers and staff, with a broad knowledge of health care environments, diverse workforce and key Workforce/HR policies and practices such as Grievance and Performance Management.
7. Demonstrated high level organisational and time management skills in an environment of competing clinical/administrative demands with excellent negotiation, decision making and advocacy skills including collaborative stakeholder consultation.
8. Demonstrated competencies in maintaining administrative systems, with computing skills for efficiency in utilising the EAP database, statistical reports and other clinical/organizational activities. This includes mandatory reporting requirements.

OTHER REQUIREMENTS

The role and its responsibilities are to be carried out in a manner that is consistent with all relevant delegations, policies, and procedures at both SLHD and NSW Health.

Consistent with this all employees (both clinical and non-clinical) are:

1. Expected to model the NSW Health Core Values and ensure all workplace conduct aligns with these values and the NSW Health Code of Conduct.
2. Required to identify, assess, eliminate/control, and monitor hazards and risks within the workplace to the extent of the delegated authority for the role, as per Work Health Safety policy.
3. Required to support and contribute to the Patient and Family Centred Care approach to healthcare delivery.