

Our Vision

We envision a supportive community where people can experience the opportunity to reach their full potential.

Centacare is a Child Safe Organisation

POSITION INFORMATION	
Employee Name	
Position Title	Social Worker/Counsellor
Responsible to	Manager, ACCESS Programs
Unit	Director’s Office
Award	Social, Community, Home Care and Disability Services Award 2010
Classification	Social and Community Services Employee Level 5

KEY RESPONSIBILITIES
<p>ACCESS Programs is a social enterprise of Centacare Catholic Family Services and a leading provider of Employee Assistance Programs (EAP), training and consulting services to various South Australian organisations and businesses. Services are provided on a fee for service basis and include confidential counselling, conflict resolution, training, management coaching and formal referral. In addition, ACCESS provides trauma response services to employees affected by unforeseen events.</p> <p>The focus of the role will be to provide a proactive response to organisational and individual client needs, with a focus on training within ACCESS Programs’ fee for service framework.</p> <p>The key duties in this role include:</p> <ul style="list-style-type: none"> • Provide short-term/brief interventions • Provide psychological interventions/ counselling • Respond to critical incident requests and provide debriefing to individuals and groups • Build strong stakeholder relationships

QUALIFICATIONS & CONDITIONS	
Essential	<ul style="list-style-type: none"> • Degree in Social Work and membership of the relevant professional body A.A.S.W. • Minimum 3 years' experience in clinical service delivery • Valid Department for Human Services (DHS) Working with Children Check • Valid Australian Driver's Licence • Due to the nature of our services, Centacare is required to comply with COVID19 government directions. You will be required to provide Centacare with your COVID19 vaccination certificate. If you cannot comply, you are encouraged to have a confidential conversation with the hiring manager about your individual circumstances to find out how this may apply to you. • Ability to participate in an on-call roster
Desirable	<ul style="list-style-type: none"> • Experience using Athena Penelope electronic client management system
Special Conditions	<ul style="list-style-type: none"> • On call responsibilities are required • Some work outside of standard hours may be required

KEY EXPECTATIONS

Integrity and Quality

- Uphold values and standards of behaviour in accordance with Centacare's Code of Conduct and any others according to the role.
- Positively promote the organisation both internally and externally demonstrating a strong understanding of Centacare.
- Awareness of legislation and internal and external policies as they relate to the role.
- Co-operate with all policies and procedures including those relating to work, health and safety at the workplace.
- Contribute to quality improvement programs and other organisational activities to meet Service/Accreditation Standards.
- Ensure that all documentation is accurate and completed in a professional and timely manner.
- Maintain confidentiality on all issues relating to the organisation and individuals.

Customer Service

- Operate with integrity and professionalism at all times when dealing with all individuals.
- Respect the uniqueness of individuals whilst being responsive to their needs.
- Ability to apply culturally sensitive practice across diverse cultural backgrounds.

Commitment to Professional Development and Managing Change

- Flexibility and initiative during periods of change.
- Commitment to continual professional and personal development.
- Attend all compulsory training sessions identified by the organisation and undertake other training and development as required.
- Work consistently and positively within a team to achieve positive outcomes.

Teamwork and Communication

- Work harmoniously with other team members to achieve service delivery excellence.
- Resolve any workplace conflict in a professional manner and in accordance with policy and procedure.
- Participate in regular and professional communication with the manager and with all relevant colleagues and managers.
- Effectively consult and collaborate with your team and management.
- Operate in accordance with Equal Opportunity principles.

Work, Health and Safety (WHS)

- Take reasonable care for your own health and safety.
- Take reasonable care that your acts or omissions do not adversely affect the health and safety of other persons.
- Actively participate in WHS activities, policies, practices and procedures.

PERFORMANCE MONITORING

Performance monitoring and review of this position description is managed in accordance with the Probationary Review Procedure, Annual Professional Review Policy and Procedure and Supervision Policy. The process is implemented through a performance framework that includes:

- Day to day management, communication and continuous feedback from Line Manager
- Annual Professional Review
- Regular supervision sessions scheduled between the employee and Line Manager or Supervisor
- Probationary review during the first 6 months of employment (does not apply to casual staff)

