



## Position Description

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<b>Position Title</b>	<b>Therapeutic Counsellor</b>
<b>Classification &amp; Stream</b>	Health Professionals & Support Services Award 2010 Level 3
<b>Stream</b>	Alcohol & Other Drugs (Social Mission)
<b>Reports to</b>	Gambler's Help Clinical Team Leader
<b>Date</b>	29 July 2020

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<b>Primary Purpose of the Position</b>	<ul style="list-style-type: none"><li>• Provide therapeutic counselling to problem gambling clients and their significant others</li><li>• Provide education, training and professional development to health and welfare providers who may come into contact with people experiencing gambling-related impacts</li><li>• Participate in planned service promotion activities and group work</li></ul>
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<b>About The Program</b>	<p>Melbourne Counselling Service (MCS) is a program of The Salvation Army Australia (TSA) operating across the Alcohol &amp; Other Drugs and Family Violence social mission streams, and the Doorways community engagement stream.</p> <p>MCS operates the following programs:</p> <ul style="list-style-type: none"><li>• <b>Gambler's Help City &amp; Inner North (GHCIN)</b> – GHCIN is part of the Victorian State Government's Integrated Problem Gambling Strategy; it is one of nine Gambler's Help (GH) programs funded by the Victoria Responsible Gambling Foundation (VRGF). GHCIN comprises four service components: therapeutic counselling, financial counselling, community education and venue support</li></ul>
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<b>About The Salvation Army Australia</b>	<p><b>The Salvation Army Australia Values Statement</b></p> <p>We value integrity, compassion, respect, diversity and collaboration.</p> <p>We commit ourselves in practice to this land of Australia and its people, seeking reconciliation, unity and equity.</p>
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<b>Expected Outcomes</b>	<p><b>Direct Service</b></p> <ul style="list-style-type: none"><li>• Provide educative and therapeutic counselling to individuals, couples, families and groups utilising a variety of intervention methods and strategies that are appropriate and responsive to client needs and meet professional expectations of ethical, effective and accountable interventions</li><li>• Provide counselling and support under the following service platforms: face-to-face, telephone, text messaging, online</li><li>• Establish effective relationships with clients which encourage self-determination and participation</li><li>• Provide counselling support to clients in accordance with TSA service delivery models</li></ul>
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and standards of practice

- Make ongoing assessment of clients' issues, needs and circumstances from initial intake to exit
- Regularly monitor and review progress and outcomes of individual treatment plans and where needed take action to ensure plans continue to meet client needs or goals
- Negotiate appropriate referrals and facilitate client access to appropriate agencies within the service sector.
- Liaise with other service providers as required and participate in relevant case and service planning meetings
- Manage and monitor individual caseload/counselling targets, as determined by the service
- Maintain accurate and up-to-date records and data for all clients in accordance with TSA standards and procedures using TSA information systems and funding-body-mandated systems such as GH Connect
- Provide a range of program reports to the GH Clinical Team Leader
- Identify risks to clients, staff and TSA and bring to the attention of the GH Clinical Team Leader as soon as possible
- Effectively participate in clinical and line management supervision forums including one-to-one, clinical reviews, peer and group supervision

#### **Training and Education**

- Organise and conduct training, secondary consultation, co-counselling and other innovative and flexible responses to relevant services in the catchment area
- Develop, review and update training materials
- Liaise with other service providers to identify training needs of professionals and develop effective training strategies
- Develop strategic relationships with health and welfare professionals and bodies to support the delivery of peer education training

#### **Service Development**

- Identify service gaps and provide recommendations for service delivery improvements
- Participate in program and service planning, reporting, review, quality improvement, policy and procedure development, monitoring and evaluation activities as appropriate, to ensure efficient, effective and appropriate service provision

#### **Teamwork and Networking**

- Establish and maintain excellent collaborative working relationships that contribute towards the achievement of organisational, program and service aims and objectives
- Work collaboratively with colleagues in integrated service initiatives
- Contribute to the development and delivery of professional development programs to other professionals within the service sector
- Develop and maintain innovative and strategic relationships with relevant services in the GH CIN catchment area as directed by VRGF, including nominated portfolio services

#### **Other Duties**

- Perform other relevant duties as requested by the Gambler's Help Clinical Team Leader and Program Manager as appropriate

<b>Scope</b>	<p>The Problem Gambling Therapeutic Counsellor role sits within the Gambler's Help Clinical team and has strong connections to the Specialist Financial Assistance &amp; Gambling Support team.</p> <p>This position has no direct reports.</p>	
<b>Qualifications and Experience</b>	<ul style="list-style-type: none"> <li>• Tertiary qualifications in psychology or social work or other related disciplines are mandatory</li> <li>• Relevant experience in a social service environment</li> <li>• Applicants must be registered in accordance with the <i>Health Practitioner Regulation National Law (Victoria) Act 2009</i> or have membership of the Australian Association of Social Workers (AASW) or have membership of the Psychotherapy and Counselling Federation of Australia (PACFA).</li> </ul>	
<b>Capabilities</b>	<b>Specialist Competencies</b>	
	<i>Professional Specialisations</i>	<ul style="list-style-type: none"> <li>• Demonstrated knowledge of the impacts of problem gambling and associated comorbidities upon individuals, couples, families and the wider community</li> <li>• Demonstrated ability in motivating and supporting positive change and in addressing the impacts of problem gambling, and working with underlying or contributing issues</li> <li>• Demonstrated knowledge and competence in theory and practice of therapeutic counselling using a range of treatment modalities</li> <li>• Demonstrated knowledge of theoretical frameworks underpinning attachment theory and trauma-informed practice</li> <li>• Application of gender analysis in therapeutic counselling</li> <li>• Excellent client engagement and assessment skills and demonstrated experience in dealing effectively with difficult or challenging client behaviours</li> <li>• High level experience with evidence-based (needs analysis) design, implementation and evaluation</li> <li>• Training and facilitation skills and the ability to design and deliver training</li> <li>• Demonstrated experience in generating creative solutions to challenges</li> <li>• Excellent experience in identifying and developing strategic partnerships with a range of stakeholders</li> <li>• Understanding of marketing principles and a capacity to develop and implement a promotional program</li> <li>• Demonstrated well-developed liaison and communication skills, including the ability to consult and negotiate with relevant agencies in the service sector and the general public</li> </ul>
	<i>Sector Knowledge and Experience</i>	<ul style="list-style-type: none"> <li>• Experience in the following sectors: <ul style="list-style-type: none"> <li>○ Health and mental health</li> <li>○ Gambling</li> <li>○ Sexual assault and abuse</li> </ul> </li> </ul>

- Family and domestic violence
- Families and children (including mandatory reporting requirements)
- Knowledge of the following sectors:
  - AOD
  - CALD and indigenous communities
  - Financial stress and/or counselling
  - Housing and homelessness
  - Courts and prisons
  - Child protection
  - Youth (including education, employment and training)
  - Refugees and asylum seekers

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*Foundational Theory*

- Human development
  - Knowledge of the application of theories of human development in comprehensive assessment and clinical interventions
  - Knowledge of physical, emotional, psychological and behavioural impacts of trauma and abuse
  - Knowledge and application of theories of psychopathology and recovery
- Models of intervention
  - Knowledge of models of intervention in therapy

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**General Competencies**

*Time and Task Management*

- Performs own role and responsibilities effectively
- Uses available tools effectively to assist with planning and organising

*Interpersonal Dynamics and Communication*

- Regulates own behaviours
- Conveys information effectively, both verbally and in writing
- Is appropriately assertive when expressing own ideas and opinions

*Client Service*

- Provides service appropriate to needs
- Respects boundaries and limits of own role and capabilities

*Continuous Improvement*

- Reflects on practice
- Identifies and acts on opportunities for improvement

*Diversity and Conflict*

- Recognises and responds appropriately to differences in culture, style and viewpoint
- Minimises and resolves tensions in the workplace

*People Capability*

- Maintains awareness of own skills, strengths and gaps
- Actively works to address skill and knowledge gaps

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**Personal Attributes**

*Ethical*

- Reflects expected standards of behaviour and codes of conduct
- Acknowledges and learns from mistakes

*Client-focussed*

- Demonstrates empathy
- Ensures client needs remain key focus

*Resilient*

- Recovers from and deals with setbacks and challenging or

stressful experiences

- Maintains appropriate self-care
  - Maintains perspective
- Self-aware*
- Recognises impact of own behaviour and emotions on others
  - Reflects on and learns from experience
  - Receives and responds to constructive advice
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**Requirements of  
the Position**

- Current national police record check
  - Current and valid Working with Children Check
  - This position may be required to work at outposts within the GHCIN catchment area (cities of Melbourne, Yarra, Mooney Valley and Moreland)
  - After hours work may be required of this position
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**Signatures**

Employee Name	Signature	Date
Manager Name	Signature	Date