

Position Description			
Name			Date
Position Title	Resolve (Adolescent) Counsellor		
Department	<b>Counselling and Wellbeing</b>		
EBA / Award	Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2017		
Classification	Social and Community Services Employee Level 4 or 5, dependent on qualifications and experience Initial 6-month probationary review and then annual performance appraisal		
Primary Site	Wangaratta/Wodonga Occasional travel to Wodonga and Myrtleford, depending on client demand		
Reporting to	Clinical Lead Counselling		
Direct Reports	Nil		
Budgetary Responsibilities	Nil		
Liaises with Internally	Gateway Health staff members in Counselling and Support Program primarily, and across all programs as required		
Liaises with Externally	<p>This position may be expected to liaise with, though not limited to the following:</p> <ul style="list-style-type: none"> <li>• Albury Wodonga Health (AWH)</li> <li>• North East &amp; Border Mental Health Service (NEBMHS)</li> <li>• Child &amp; Adolescent Mental Health Service (CAMHS/NECAMHS)</li> <li>• Upper Hume Primary Care Partnership (UHPCP)</li> <li>• Local Secondary Schools</li> <li>• Upper Murray Family Care</li> <li>• Junction Support Services</li> <li>• Headspace</li> <li>• Department of Families Fairness &amp; Housing</li> </ul>		
Program Information	<p>The Resolve Adolescent Counselling service takes an early intervention approach to providing individual assistance and support to young people aged 12-21 using a client-centred, therapeutic, and systems approach to navigate and support them in their family, peer, educational and community environment. Clinical care is provided inclusive of (where appropriate) the involvement of parents/or caregivers to support capacity building, self-efficacy, strengthening relationships and goal setting. Clinicians provide support and services that are high quality and delivered in a flexible way that responds to the needs of young people, their social context and communities. Resolve provides a neutral confidential and safe environment within which young people (and/or their parents and caregivers) can access comprehensive assistance, and linkages to other services where required. Service delivery is flexible in its response to client concerns which may include:</p> <ul style="list-style-type: none"> <li>• Relationship problems with friends, parents, including step parents, caregivers and other family members</li> <li>• Difficulties at school</li> <li>• Behavioural issues</li> <li>• Risk of abuse and neglect</li> </ul>		

	<ul style="list-style-type: none"> <li>• Substance use risk prevention</li> <li>• Suicide risk prevention</li> <li>• Grief and loss</li> <li>• Mental health (anxiety, depression, self-harm, etc.)</li> <li>• Youth-specific developmental challenges</li> </ul>
<b>Purpose of the role</b>	<p>The purpose of this position is to provide professional and confidential counselling services in a safe, supportive environment to young people (aged 12-21). The Resolve Counsellor supports a wide range of clients towards improved mental health and well-being by applying a client-centred, therapeutic, and systems approach, working with clients' strengths, and drawing upon an array of counselling and/or therapeutic models, skills, techniques, and modalities.</p>
<b>out Gateway Health</b>	<p>Gateway Health is a not-for-profit Company limited by guarantee and a registered Community Health Service under the Health Services Act 1988 (Vic).</p> <p><b>Vision:</b> People Living Well</p> <p><b>Our Purpose:</b> To provide care and services that connect the community and strengthen individual and population health and wellbeing</p> <p><b>Our Values:</b> Values reflect the way we interact, connect and work with every client, with partners, with volunteers and with one another. Principles shape the way we plan and design our services and business systems. Together they underpin organisational culture, strategy and the way we deliver our services.</p> <p>We CARE – We ACHIEVE – We LEARN – We WORK TOGETHER – We INNOVATE</p> <p><b>Our Principles:</b></p> <p><i>We <b>advocate for</b> fair and equitable access to health care and wellbeing services for all.</i></p> <p><i>We <b>respect</b> the strength of individuals and the community, and their capacity to recover from adversity.</i></p> <p><i>We <b>recognize</b> the importance of adaptability and responsiveness to enable us to deliver on our commitment to the community.</i></p> <p><i>We <b>actively listen</b> and work alongside the community and each other to design and deliver better solutions.</i></p> <p><i>We <b>believe</b> a learning culture is critical to enhancing the wellbeing of staff, clients and the community.</i></p> <p><i>We <b>contribute</b> to creation of a connected and integrated health and community care system to achieve the best outcomes for our clients and community.</i></p> <p>Gateway Health strives for an achievement culture that encourages innovation and initiative. We build and foster strengths-based programs that focus on support and recovery. Our staff are our greatest asset.</p> <p>The organisation employs over 380 staff providing a range of primary health and welfare services across the Ovens Murray region in North East Victoria and parts of Southern New South Wales. Gateway Health serves all people, and is committed to improving individual and population health outcomes. We will do this by providing health care and support to individuals and communities in times of need, and by actively working with our partners to address the social and environmental determinants of health. They are delivered through a mix of centre-based services in Wodonga, Wangaratta and Myrtleford, and outreach services to rural communities across the region.</p> <p>Gateway Health is committed to creating a workforce that reflects the communities we serve. We believe that a workforce that recognises and celebrates diversity will best</p>

	<p>meet the health and well-being needs of all people we serve including Aboriginal and Torres Strait Islander peoples; people with a disability; lesbian, gay, bisexual, transgender and gender diverse people; inter sex people; people experiencing health inequalities; and culturally and linguistically diverse people.</p> <p><b>Review of Position Descriptions:</b> This position description will be reviewed annually (July each year), during annual appraisals, when the position becomes vacant or as deemed necessary.</p>
<p><b>Code of Conduct</b></p>	<p>Employees are expected to, at all times:</p> <ul style="list-style-type: none"> <li>• Adhere to the Gateway Health Code of Conduct including the Child Safe Procedures</li> <li>• Maintain a high professional standard and work with integrity</li> <li>• Develop collaborative working relationships</li> <li>• Communicate with respect and tolerance</li> <li>• Maintain a client focus</li> <li>• Adopt a Continuous Improvement approach</li> <li>• Work within legislative and compliance framework</li> </ul>
<p><b>Key Responsibilities and Accountabilities</b></p>	
<p style="text-align: center;"><b>Role Specific</b></p>	
<ul style="list-style-type: none"> <li>• Provide direct service to allocated clients under the defined program/service scope, service delivery targets, and at a high standard of quality.</li> <li>• Liaise with other service providers, schools, and similar agencies or institutions as necessary to ensure effective clinical service delivery.</li> <li>• Respond to and report on clinical incidents and critical incidents involving clients, with due attention to risk assessment and incident response procedures.</li> <li>• Contribute specialist expertise to continuous improvement of service delivery in counselling practice, specifically the development, implementation, and evaluation of clinical procedures, tools, workflows, standards, and models of care.</li> <li>• Supervise students on field placements when requested, in accordance with the relevant professional standards, models of best practice, legislation, and regulatory frameworks.</li> <li>• Exercise autonomy and professional judgment in the fulfillment of clinical service delivery and other related responsibilities, under the general direction of the Clinical Lead Counselling.</li> <li>• Role model high standards of professional practice and conduct in client service delivery, working in partnership with colleagues and agencies.</li> <li>• Funding and service agreement targets are met to ensure clients are exited from the program appropriately and in a timely manner.</li> <li>• Provide evidence-based practice in line with professional and funding requirements.</li> <li>• Complete high-quality clinical notes within agreed time frames and in accordance with GH and relevant professional body policies and procedures.</li> <li>• Complete all program specific administrative tasks within the required time frames.</li> <li>• All data is entered onto designated service databases, including Excel spreadsheets.</li> <li>• Databases are kept up to date at all times.</li> <li>• Timely and accurate commencement and maintenance of client records, financial and statistical data and any other information per organisational policy.</li> <li>• Participation in regular performance reviews and appraisals, including clinical administration, clinical supervision, and administrative supervision.</li> <li>• Competently use all relevant organisational databases – including but not limited to VHIMS, RelianSys, clinical software, financial software.</li> <li>• Active participation in professional development.</li> <li>• Active participation in specific clinical supervision (as relevant to role).</li> <li>• Completion of mandatory training.</li> <li>• Undertake other tasks and projects with due care, skill, and discretion as directed by the Program Manager Counselling and Support.</li> </ul>	

People
<ul style="list-style-type: none"> <li>• Develop and maintain professional relationships with internal and external stakeholders.</li> <li>• Contribute to productive and positive team meetings.</li> <li>• Positively contribute to the culture and spirit of the Counselling team, work environment and to GH.</li> <li>• Your behaviour is congruent with organisational values, behaviours and goals.</li> <li>• Contribute to the development of procedures and systems within this program.</li> <li>• Positively embrace and adopt change as it occurs.</li> <li>• Willingness to engage in a flexible work model that may require out of hours work.</li> </ul>
Technical Skills / Industry Knowledge
<ul style="list-style-type: none"> <li>• Comply with minimal funding requirements.</li> <li>• Complete annual renewal of registration to practice (as required).</li> </ul>
Generic Organisational Responsibilities
<ul style="list-style-type: none"> <li>• As outlined in the Code of Conduct ensure all interactions are undertaken in accordance with the behaviours set</li> <li>• Maintain privacy and confidentiality at all times</li> <li>• Ensure an understanding of individual responsibility for safety, quality and risk and adhere to all relevant legislation, regulations and organisational policies, procedures and guidelines.</li> <li>• Working within the Risk Management Framework, identify, report and manage risks and ensure actions are taken to prevent and minimise harm to yourself, your colleagues, consumers, members of the public and the organisation.</li> <li>• Actively contribute to quality assurance initiatives and other program activities to meet all relevant benchmarking and accreditation standards.</li> <li>• Contribute to organisational quality activities to ensure continual review and improvement.</li> <li>• Contribute to a safe and welcoming workplace at all times.</li> <li>• Develop and maintain a personal care plan and attendance in the Gateway Health Clinical Supervision or Line Management Meetings</li> <li>• Protect the rights, safety and wellbeing of children and provide a child safe environment.</li> <li>• To continually develop both personally and professional to meet the changing needs of your position, career and organisation.</li> </ul>
Inherent Requirements
<p>Gateway Health has a duty of care to all staff. The purpose of this section is to ensure that you fully understand and are able to perform the inherent requirements of the position (with reasonable adjustments if required) and that you are not placed in an environment or given tasks that would result in risks to your safety or the safety of others.</p> <p>The position may require the following tasks among other things:</p> <ul style="list-style-type: none"> <li>• Manual handling (pushing, pulling, lifting, holding, carrying)</li> <li>• Sitting, standing, bending, reaching</li> <li>• Computer work, data entry</li> <li>• Operating equipment</li> <li>• Use of personal protective equipment</li> <li>• General waste handling</li> <li>• Driving motor vehicles</li> <li>• Dealing with anxious or upset staff, consumers or members of the public</li> <li>• Work at and travel to other locations will be required</li> </ul>

### Key Selection Criteria

*Applicants MUST address the Selection Criteria below when completing an employment application*

#### **Essential**

1. Ability to behave in accordance to the Gateway Health Values of *We Care, We work together, We achieve, We learn, We innovate.*
2. Tertiary qualifications in Counselling, Social Work, Health Sciences, Psychology, Behavioural, Education Social Sciences or, relevant equivalent studies and extensive experience in counselling, welfare or health fields.
3. Demonstrated experience in direct clinical service provision across the developmental stages of 12-21 years through various age-specific and relevant counselling and/or therapeutic interventions; inclusive practice for people from diverse backgrounds, and capacity to work with a wide range of clinical presentations and complexity.
4. Demonstrated ability to utilize both problem solving and negotiation skills especially with young people, families and service providers in the early stages of help seeking.
5. Sound knowledge of and experience in working with complex young people and their families in both a care co-ordination and therapeutic role.
6. Demonstrated ability in IT systems including Microsoft Office (Outlook, Word/typing skills) and client management systems.
7. Well-developed communication skills with the capability to prepare reports and correspondence in clear information in a manner appropriate to the purpose and audience.
8. Minimum two (2) years' experience within the community, health, welfare sector, or related field.

#### **Mandatory Requirements**

9. Current Australian Drivers Licence or accepted International Drivers licence, particularly
10. Confirmation of your right to work in Australia, Satisfactory National/International Police, and Victorian Working with Children Checks must be provided prior to commencement.
11. Evidence of COVID Vaccination or Contraindication must be provided prior to commencement.

#### **Desirable**

12. Membership and registration in relevant professional associations, such as the Psychotherapy and Counselling Federation of Australia (PACFA), the Australian Counselling Association (ACA), and/or the Australian Association of Social Workers (AASW).



I acknowledge:

- That I will recognise and celebrate diversity, and will best meet the health and well-being needs of all people we serve including Aboriginal and Torres Strait Islander peoples; people with a disability; lesbian, gay, bisexual, transgender and gender diverse people; inter sex people; people experiencing health inequalities; and culturally and linguistically diverse people.
- That I will observe child safe principles and expectations for appropriate behaviour toward and in the company of children.
- That Gateway Health is an equal opportunity employer and has a smoke free workplace policy.
- That Gateway Health has a zero tolerance of child abuse and family violence, all allegations and safety concerns will be treated very seriously. For more information refer to Gateways Health's Child Safety Standards procedure and family Violence Policy.
- That I have read and fully understand the Position Description and Inherent Requirements of the position
- I agree that I have the physical and psychological ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.
- I understand that the information provided is a general outline and may not encompass every aspect of the position. This is not intended to be an exhaustive list of all responsibilities, duties and skills required.
- Gateway Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected staff member(s).
- I understand that this is separate to the Employment Agreement that I will sign, outlining the terms and conditions of my employment.

**Accepted by**  
(print name):

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**Employee**  
**Signature:**

**Date:**

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