

## Carers WA Job Pack

### Dear Prospective Applicant

Thank you for your interest in the position of **Carer Support Counsellor**, with Carers WA. This is a full-time (75hrs per fortnight) position which is subject to ongoing funding. The position offers a competitive salary, plus super and salary packaging, 5 weeks annual leave and two wellness days per annum. Package is dependent upon qualifications and experience. Please find below the Position Description for the position.

### About Carers WA

Carers WA is the peak body representing the needs and interests of carers in Western Australia and is part of a national network of Carers Associations. In accordance to the **Carers Recognition Act 2010 (2004, WA)**, Carers provide unpaid care and support to family members and friends who have disability, mental illness, a chronic condition, terminal illness, an alcohol or other drug issue or who are frail aged. See our Diversity and Inclusion statement <https://www.carerswa.asn.au/about-us/diversity-inclusion/>

### Position Description

Nationally accredited Carer WA **Carer Support Counsellors** provide safe, collaborative and confidential\* counselling aimed at promoting client and family mental health and well-being, enhancing self-understanding, and resolving identified concerns. Carers are active participants in the counselling process at every stage. Counselling is offered to carers through face-to-face, telephone, and occasionally email and skype. In-house training is provided for tele-counselling. From time to time the team facilitate carer related workshops. Carer age ranges from 8yrs - 90yrs +.

\*Confidentiality is limited when there are risks to the safety of the client

In this role, you will be working with a diverse range of carers who present with many challenges, which may include:

- A range of mental health issues including suicidality
- Grief, loss (including lifestyle) and bereavement
- Impact of dementia
- Family relationship issues (including couples and parent / child)
- Domestic and family violence, including historical sexual abuse
- Co-occurring chronic illness of carer
- Complex issues as a result of carer / care recipient stress

## Essential Selection Criteria

- Tertiary qualifications in social behavioural or health sciences
  - Accredited within a relevant Australian professional association; Australian Counselling Assn, Psychotherapy and Counselling Federation of Australia or Australian Assn of Social Workers. Continuous accreditation is essential for the duration of employment and ongoing membership is at the cost of the applicant.
  - Minimum of 3 years counselling work experience in Australia
- OR
- Have 18 months counselling experience in Australia, including in an intern or volunteer role, but must have completed a Mental Health First Aid or suicide prevention course and who have also received training in recognising and responding to child protection and domestic violence risks.
- Demonstrated experience using a variety of counselling approaches to help people with stress management, self-care planning, transition issues, loss and grief, and application of Rogerian Therapy, and CBT type therapies.
  - Ability to provide a range of tele-counselling, web based and face to face support depending on carer needs.
  - Must work within the Code of Ethics and Practice for their relevant association and the appropriate legislative requirements commensurate with the profession and service delivery standards. Refer also to Carer Gateway Counselling Guidelines.
  - Actively participate in supervision, case review and team meetings with a commitment to self-reflective practice skills. Understanding and maintaining professional boundaries. Maintain high quality, accurate and timely case notes and record keeping (legal requirements).
  - Promote inclusivity for culturally and linguistically diverse clients and use of interpreter services, explaining and gaining consent for this process.
  - Demonstrate inclusivity by seeking supervision and education around groups of issues they may be unfamiliar with such as understanding indigenous cultures, the LGBTI community, the differing needs of younger carers and awareness of people living with disability and their particular needs.
  - Maintain clinical supervision required for professional membership and as per Carer WA policy.
  - High level of team work skills and the ability to work autonomously
  - Excellent communication and organisational skills
  - Intermediate level of computer competency in Word, Excel, PowerPoint, Outlook and database and digitised carer record management.
  - Ability to multi-task and prioritise with highly developed time management skills
  - Satisfactory National Police Clearance issued within the last 3 months to be provided upon employment (or ability to apply)
  - Current Working with Children's card (or ability to attain).

**Please Note:** Only shortlisted applicants will be contacted for an interview

Applications must include a covering letter addressing the selection criteria, Curriculum Vitae and contact details of two professional referees. Applications can be submitted online via [www.seek.com.au](http://www.seek.com.au)

Carers WA reserve the right to begin the recruitment process and withdraw the position prior to the close date/time.

Applications close at **4.00pm on Friday, 3rd July 2020**

## Job Description

**Position:** Carer Services Officer  
**Reporting to:** Program Manager  
**Hours of work:** Full- Time 37.5 hours - Monday to Friday

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### Duties and Responsibilities

#### Counselling

- Apply appropriate therapeutic and psycho-social models of counselling, goal planning and interventions (and complete case notes)
- Work within a counselling framework developed for the service
- Demonstrated experience using a variety of counselling approaches to help people with stress management, self-care planning, transition issues, loss and grief, and application of Rogerian Therapy, and CBT type therapies
- Referrals management (tele and e-type) including conducting tele- intake assessments

- Navigation and warm transfers to other specialised community and clinical services as identified.
- Ability to provide a range of tele counselling, zoom, face to face and digital support via the Carers WA 1800 Counselling Line and chat@ box.
- Provide individual, group, family and relationship counselling
- Ability / willingness to learn to facilitate Carers WA carer self-care education workshops and contribute to development of others.
- Communicate effectively with carers and their care recipient to achieve their therapy/wellness goals
- Ability to respond to incoming callers on the Carers Counselling Line and conduct on the spot assessment and counselling advice.

### **Other**

- Work with the counselling team and Program Manager on continuous quality improvement methods to ensure high standards of counselling and support is provided to carers and their families
- When identified, work collaboratively with internal / external service providers for additional specialised supports e.g. GPs, psychologists etc
- Maintain accurate and up to date assessments, case notes and database records adhering to best practice policies and procedures commensurate to national accreditation and Carer WA standards
- Ensure counselling calendar is used effectively to manage appointments
- Work collaboratively within a team and autonomously within scope of practitioner confidence and competence.

### **Selection Criteria**

#### **Essential**

- Tertiary qualifications in social behavioural or health sciences
- Accredited within a relevant Australian professional association; Australian Counselling Assn, Psychotherapy and Counselling Federation of Australia or Australian Assn of Social Workers. Continuous accreditation is essential for the duration of employment and ongoing membership is at the cost of the applicant.
- Minimum of 3 years counselling work experience in Australia  
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- Ability to provide a range of tele-counselling, web based and face to face support depending on carer needs.
- Must work within the Code of Ethics and Practice for their relevant association and the appropriate legislative requirements commensurate with the profession and service delivery standards. Refer also to Carer Gateway Counselling Guidelines.

- Actively participate in supervision, case review and team meetings with a commitment to self-reflective practice skills. Understanding and maintaining professional boundaries. Maintain high quality, accurate and timely case notes and record keeping (legal requirements).
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- Maintain clinical supervision required for professional membership and as per Carer WA policy.
- High level of team work skills and the ability to work autonomously
- Excellent communication and organisational skills
- Intermediate level of computer competency in Word, Excel, PowerPoint, Outlook and database and digitised carer record management.
- Ability to multi-task and prioritise with highly developed time management skills
- Satisfactory *National Police Clearance* issued within the last 3 months to be provided upon employment (or ability to apply)
- Current *Working with Children's* card (or ability to attain).

#### **Desirable**

- Applied Suicide Intervention Skills Training (ASIST)
- Mental Health First Aid certificate
- Current First Aid Certificate & CPR
- Experience of using the DASS 21 assessment tool
- Trauma informed practice
- Current C class Drivers Licence
- Awareness of carer issues and knowledge of CRA 2004 and Carers Charter
- Strong problem solving, advocacy and negotiation skills
- Previous experience with counselling children and adolescents under the age of 18yrs with an understanding of National Principles of Child Safety Standards.
- Ability to facilitate pre-design carer support workshops as and when the time arises.