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| <b>Position title</b>  | <b>Counselling Intake, Assessment &amp; Referral Worker</b>  |
| <b>Reports to</b>      | <b>Counselling Coordinator</b>   |
| <b>Award agreement</b> | <b>Community Health Centre (Stand Alone Services) Social and Community Service Employee Multi Enterprise Agreement 202022 (SACS)</b> |
| <b>Classification</b>  | <b>SACS Level 4</b> (Pay point / year dependent upon experience)   |

### About Your Community Health

Your Community Health is a progressive, high quality, independent community health service. It provides a wide range of community-based health and social support services including primary care, allied health, oral health, mental health, harm reduction, social support and health promotion services. Our three comprehensive health centres are located in Darebin, but we are here for everyone in the diverse communities across Melbourne. We work in partnership with our communities and other services using a combination of outreach, home-based and centre-based activities and co-located services.

More information is available at: [www.yourch.org.au](http://www.yourch.org.au)

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| <b>Vision</b>                    | Health and wellbeing for everyone  |
| <b>Purpose</b>                   | We partner with people and communities to deliver health and wellbeing services and promote equity   |
| <b>Our organisational values</b> | <p><b>Courage</b></p> <ul style="list-style-type: none"> <li>• We are progressive</li> <li>• We are creative and resourceful</li> <li>• We challenge the status quo for the benefit of our communities</li> </ul> <p><b>Empathy</b></p> <ul style="list-style-type: none"> <li>• We are caring and inclusive</li> <li>• We celebrate and value diversity</li> <li>• We work collaboratively and respectfully</li> </ul> <p><b>Integrity</b></p> <ul style="list-style-type: none"> <li>• We are ethical, honest, reliable and fair</li> <li>• We listen and are accountable to our communities</li> <li>• We earn and build trust</li> </ul> <p><b>Achievement</b></p> <ul style="list-style-type: none"> <li>• We are outcomes-focused</li> <li>• We are adaptable and always learning</li> <li>• We continuously improve</li> <li>• We are creative and resourceful</li> </ul> |

## Statement of Inclusivity

Your Community Health is committed to providing an inclusive and accessible environment where people and communities of all identities and backgrounds (including but not limited to, ethnicity, faith, socio-economic circumstance, sexual orientation, gender identity, ability, bodies, migration status, age and Aboriginal and Torres Strait Islander descent) are accepted, safe and celebrated. We achieve this through the guidance of our values and principles.

Your Community Health understands the need to ensure that meaningful inclusion is built into the organisational DNA and to create an environment that attracts team members that reflect the communities we serve.

Your Community Health look to actively encourage members applications from of the LGBTIQA+, Aboriginal and Torres Strait Islander peoples, Disability, culturally and linguistically diverse communities and those with lived experience in areas in which we work. We work to address barriers in full participation.

## About the Counselling Team

The Counselling Team provide generalist counselling services within a Course of Care Model, through office based, telephone and videocall telehealth services. The service works primarily with individuals in the community of Darebin experiencing a range of mental health, life stage, relationship and trauma issues. The Counselling program is aligned to the Department of Family, Fairness and Housing's Primary Care Partnership Initiative and Better Access to Services Policy Framework. Counselling services at Your Community Health are also part of the NIFVS (Northern Integrated Family Violence Service) CSA (Counselling Service Alliance), providing family violence counselling to victim survivors referred via The Orange Door and Berry Street Services. The team sits within the Allied Health Program and part of the wider Community Partnerships Directorate.

As part of Your Community Health, we are passionate and enthusiastic staff working towards our vision of a health and wellbeing for everyone and creating an environment that is inclusive and representative of the communities in which we serve.

## Position Purpose

The Counselling Intake, Assessment & Referral Worker supports the wider Counselling program through its provision of streamlined intake, information and referrals for individuals. This position calls for an ability to engage individuals who may present in emotional or mental health distress, working to screen, assess and link clients into appropriate services both internally and externally to Your Community Health.

It is expected that the Counselling Intake, Assessment & Referral Worker will actively work to:

- To support the provision of an equitable and accessible trauma informed counselling service for the community of YourCH.
- Remove discrimination and barriers experienced by Aboriginal and/or Torres Strait Islander, Refugee & Migrant, LGBTIQA+ people and those living with a disability in accessing health services and counselling.
- Address the issues faced by Aboriginal & Torres Strait Islander, Refugee & Migrant, LGBTIQA+ people and those living with a disability in accessing services that support their gender affirming and culturally safe healthcare.

## Position responsibilities

- Collaborate with the counselling team to provide an accessible and effective service from intake through to assessment and referral for potential clients (including walk-ins) and referring parties.
- Assess client eligibility based on Your Community Health Client Access Policy and the counselling team's Scope of Practice.
- Manage priority within the counselling waitlist, completing client assessments and assisting in their allocation to suitable clinician(s), providing single session therapy when appropriate.
- Establish and maintain internal and external relationships to enhance client outcomes and referral pathways.
- Co-facilitate group work programs such as the Family Violence 'Standing Strong Group' and/or the 'LGBTIQA+ Art Therapy Group'.
- Actively participate in the quality improvement program to improve the accessibility, range and level of services delivered.
- Participate in relevant team meetings and staff development activities.
- Maintain adequate consumer records and statistics.
- Perform other related duties as required by the Counselling Coordinator, Allied Health Manager or Director of Community Partnerships.

## Qualifications, registration, and training

- Degree and/or Post Graduate Qualification in Counselling, Family Therapy, Psychology and Social Work, or other appropriately related discipline (required).
- Eligibility for membership of relevant professional association (required).
- Completed or working towards completing relevant family violence training such as
  - MARAM Framework, Screening & Assessment;
  - Foundations of Family Violence;
  - Information Sharing Scheme;
  - Collaborative Practice.
- Relevant qualifications such as Mental Health Studies, and/or Group Therapy (desirable).

## Skills, experience, and competencies

- Experience providing intake, assessment, information and referral, preferably in health, welfare and/or community settings.
- Strong knowledge of the service sector within the local area of Darebin
- Experience in counselling (experience delivering single session therapy desirable) and co-facilitating therapeutic group work programs
- Experience with diverse client groups, including:
  - LGBTIQA+ community, with strong understanding and sensitivity to their health service needs.
  - Victim-survivors of family violence.
  - Aboriginal and/or Torres Strait Islander communities.
  - Multicultural communities, including refugees, asylum seekers, and migrants from CALD backgrounds.
  - People with disabilities.

- Demonstrated understanding of a social model of health and how intersectionality affects health outcomes.
- Ability to manage challenging behavioural presentations by clients.
- Strong written and verbal communication skills, and skills time management, goal setting and prioritising to meet goals and objectives.
- Intermediate to advanced computer skills, with experience in using client management systems.

### **Expected behaviours for all YourCH team members and volunteers**

- Support the provision of services that are inclusive, safe and high quality.
- Maintain staff, volunteer and client confidentiality at all times.
- Work in partnership with the community, clients and staff to achieve our vision.
- Ensure an inclusive and safe workplace for clients, visitors, volunteers and staff.
- Work in accordance with Your Community Health Policies and Procedures.

### **General**

- Your Community Health requires declarations and personal information relevant to employment. The collection and handling of this information will be consistent with the requirements of the Information Privacy Act 1988.
- The successful applicant is required to provide evidence of eligibility to work in Australia.
- Employment is contingent on a satisfactory Police Records Check, valid Working with Children Check, NDIS Worker Screening check clearance, and evidence of full COVID19 vaccination certification. Where the preferred applicant has lived or worked overseas for a continuous period of 12 months or more within the past 10 years, they are required to provide an international police check for all countries that they have lived in for that period of time.
- Applicants who are not currently employed by Your Community Health are required to complete a Pre-existing Illness/ Injury Declaration Form.
- Management, in consultation with the staff member, reserves the right to modify this position description when required.

### **Relationship to Performance Development and Review Plan**

This position description operates in conjunction with, and forms part of the relevant individual Performance Development Review Plan aligned to the organisational Strategic Plan. An initial performance review will take place six months following commencement of employment and then on an annual basis

**Your Community Health is an equal opportunity employer and encourages individuals of diverse backgrounds including those from the Aboriginal and Torres Strait Islander, Disability, Culturally and Linguistically Diverse and LGBTIQ+ communities to apply.**