

# Position Description



## Centacare Practitioner

<b>Program</b>	Centacare Counselling Services
<b>Location</b>	Wagga Wagga
<b>Employment Type</b>	Full Time
<b>Classification</b>	Social, Community, Home Care and Disability Services Industry Award
<b>Travel Required</b>	As required

### About Centacare South West NSW

Our Vision is to empower our communities, children, individuals, and families to create change for the better. By creating thriving, resilient, and connected communities. Centacare South West NSW is the lead agency for headspace Griffith which is part of the broader suite of services provided by Centacare South West NSW in the Griffith region.

### Organisational Context

The Centacare Practitioner is a part of the counselling services provided by Centacare, which works closely with the Regional Manager. Centacare South West NSW is a proud social service agency within the Catholic Church in the Diocese of Wagga Wagga.

We are a member of the wider network of Catholic social service organisation across Australia, known as Catholic Social Services Australia. We are a not for profit, non- government organisation that has been providing professional services to individuals and families since 1991.

We act on behalf of the Diocese to alleviate disadvantage through the provision of services to children, young people, individuals, families, and communities in the Diocese. Centacare is committed to the safety of all Children we service and is compliant with the Child Safety Standards.

### Position Purpose

This position will provide a range of therapeutic interventions for children, youth and adults in accordance with scope of practice. Such interventions are required to be child-focused and/or child inclusive and trauma informed. Clients are fee paying.

Individuals and families can receive a range of services, including (but not limited to) counselling, multi-session or one-off therapeutic/psycho-educational group work, seminars, information and referrals and Therapeutic Supports with an NDIS plan. There is a strong focus on strengthening family relationships, capacity building and empowering vulnerable and disadvantaged families. This role includes promoting Centacare services, along with networking and collaborating with service providers to benefit the communities within the area.

## Position Details

<b>Reports to</b>	Regional Manager - Wagga and Communities
<b>Direct Reports</b>	None
<b>Division</b>	Centacare Counselling Services
<b>Requirements</b>	<ul style="list-style-type: none"> <li>• NDIS Worker Screening Check</li> <li>• Working with Children Check</li> <li>• Possess an unencumbered driver's license</li> <li>• COVID-19 Vaccinations</li> </ul>

## Relationships

<b>External</b>	<ul style="list-style-type: none"> <li>• Department of Social Services (DSS)</li> <li>• Family and Community Services Health Service Providers</li> <li>• Family Law service providers and other government and non-government community organisations</li> <li>• NDIS Agencies</li> <li>• GPs</li> <li>• Psychologists/Psychiatrists</li> </ul>
<b>Works Closely with</b>	<ul style="list-style-type: none"> <li>• Regional Manager - Wagga and Communities</li> <li>• Other Centacare Staff across all sites</li> <li>• General Manager-Regional Services and Performance</li> </ul>

## Skills & Responsibilities

These Key Accountabilities align with Centacare SW NSW's strategic and operational goals.

<b>Skills &amp; Responsibilities</b>	<b>Key Performance Indicators</b>
<b>Client Support</b>	
<ul style="list-style-type: none"> <li>• Provide individual, couples and families with therapeutic interventions of counselling, education and skills training, case management, support and advocacy, information, advice and referral.</li> <li>• Facilitate or co-facilitate psycho-educational and/or therapeutic group programs, as is relevant and within scope of practice.</li> <li>• Provide Therapeutic Supports Counselling to individuals who have Daily Living under their NDIS plans.</li> <li>• Ensure the intake, screening and assessment process establishes the needs of each client</li> <li>• Manage a caseload in consultation with the Regional Manager</li> <li>• Provide phone, online telehealth and face-to-face support to clients</li> <li>• Prepare and maintain appropriate, accurate and confidential records of client work, including case management plans, reports and assessments as appropriate and statistical data as required by Board, CEO, management and Department of Social Services Agreement.</li> <li>• Provide outreach counselling/psycho-education programs and services as requested by Centacare South West NSW.</li> </ul>	
<b>Service Quality</b>	
<ul style="list-style-type: none"> <li>• Establish and maintain specific and identified linkages within the local interagency networks with active referrals to and from networks to enhance partnerships and improve access to services.</li> <li>• Develop and contribute to community events that ensure families have increased connections and social networks.</li> <li>• Maintain professional records and ensure clinical and administrative standards are maintained in accordance with the current legislation and Centacare's Clinical Governance Framework.</li> <li>• Use and implementation of evidence-based best practice interventions.</li> <li>• Monitor, review and evaluate participant outcomes.</li> <li>• Monitor, review and manage participant waiting lists.</li> </ul>	

Skills & Responsibilities	Key Performance Indicators
<b>Health &amp; Safety</b>	
<ul style="list-style-type: none"> <li>Adhere and contribute to Work Health and Safety (WHS) by complying with the Work Health Safety Act 2011, and the organisations WHS management system.</li> <li>Ensure office-based culture is a positive, respectful and cohesive environment.</li> </ul>	
<b>Quality Assurance</b>	
<ul style="list-style-type: none"> <li>Provide statistical reports and information to Centacare SouthWest NSW and headspace Manager as required.</li> <li>Contribute to continuous improvement processes and adhere to Quality Assurance policies and organisational operational plan.</li> <li>Adhere and contribute to Agency policy and procedures. Work to be consistent with the ethos and ethical standards.</li> <li>Maintenance of patient confidentiality</li> </ul>	
<b>Human Resources</b>	
<ul style="list-style-type: none"> <li>Undertake appropriate supervision on a regular basis and relevant team or peer support activities.</li> <li>Participate in professional development and agency activities as negotiated with the Regional Manager.</li> <li>Undertake other duties as requested by the Regional Manager.</li> </ul>	

## Selection Criteria

### Essential Requirements:

- Hold tertiary qualifications in either Counselling (minimum diploma level), Social Work, Psychology.
- Demonstrated experience in a wide range of counselling theory and practice and experience in counselling children, young people, adults, couples and families.
- Demonstrated experience delivering evidence-based group work and the ability to apply that to a variety of contexts
- Demonstrated knowledge of the issues leading to family dysfunction, family breakdown, child abuse, domestic violence, homelessness and unemployment.
- Demonstrated knowledge and experience supporting people with disability.
- Demonstrated high level of interpersonal skills with a proven ability to participate in a collaborative and supportive manner, and the capacity to work both independently and as part of a team.
- Highly developed relationship building and communication skills and ability to work collaboratively with internal and external stakeholders.
- Sensitivity to the needs of people with special needs including Aboriginal and Torres Strait Islander people, Cultural and Linguistically Diverse clients and the disabled and disadvantaged.

### Desirable

- Membership or intended membership application with professional bodies, Australian Counselling Association (ACA), Australian Association of Social Workers (AASW), Psychotherapy and Counselling Federation of Australia (PACFA), The Australian Health Practitioner Regulation Agency (AHPRA).
- Mental Health Accreditation with AASW
- Experience in and knowledge of, assessment, individual and group treatment and behaviour intervention treatment models (e.g. Cognitive Behavioural Therapy, Dialectical Behaviour Therapy, Strengths-based Approaches and Trauma-informed Care).

# Centacare South West NSW Values

 <p><b>Courage</b></p>	<p>We are a strong and sustainable service, with good operational performance to ensure we can meet community needs now and into the future. By maintaining governance and performance frameworks that promote quality services and a professional and skilled workforce.</p>
 <p><b>Respect</b></p>	<p>Along with our engaged staff who are leading brand ambassadors for Centacare we will strengthen our community insight through consumer and carer consultation.</p>
 <p><b>Compassion</b></p>	<p>Community needs are at the heart of everything we do. We are a leading social service agency providing quality services to the vulnerable, continually increasing services to meet the growing needs of our communities.</p>
 <p><b>Excellence</b></p>	<p>We are a centre of excellence. We are innovative and adaptable. We have high standards and ensure best practice approach to our service.</p>
 <p><b>Team</b></p>	<p>We are a team. We build a positive team spirit. We watch out for each other. We support each other and we celebrate success. As a team, we make a difference.</p>
 <p><b>Faith</b></p>	<p>As a Catholic Social Service Agency, we are proud of our heritage, spirituality, vocation, and whole-person care. We embed Catholic Social Teaching and social justice which guides our work and provides the foundation for our values. By working with the whole person, as an individual, as a family, as a community and as a unique spiritual being.</p>

Centacare South West NSW is committed to ensure our organisation upholds the Safety of all children and young people and their right to be safe. We are compliant with the recommendations of the Office of Children's Guardian.

**Reviewer**

CEO

**Version:**

January 2024