

# POSITION DESCRIPTION

**Position Title:** CARER ADVISORY LINE & INTAKE COUNSELLOR

**Stream:** Carer Counselling & Advisory Service Team  
Carer & Community Services Stream

## Relationships:

**Reporting to:** Executive Manager, Carer & Community Services Stream, via Program Manager, Carer Counselling & Advisory Service Team

**Internal:** All Carers Victoria staff members and volunteers. Primary contacts are with staff from the same team, stream and related programs.

**External:** The worker will have contact with carers, people being cared for, service providers, other professionals as required, and members of the public.

## Hours of work

**Classification** Commensurate with qualifications and experience as per the Carers Victoria Agreement 2009

## Overall Position Objective

The small team of Carer Advisory Line & Intake Counsellors are responsible for responding to calls to the state-wide 1800 Carer Advisory Line which operates 8.30-4.30 Mondays to Fridays as a central point of entry to carer services and supports. This important role focuses on engaging with, assessing and responding to the diverse needs of carers who contact or are referred to the 1800 Carer Advisory Line. This includes the provision of high quality, accessible and appropriate information, support, advocacy and referral. A key component of the role involves the comprehensive intake assessment of carers for referral to Carers Victoria's state-wide counselling and educational services.

## General Selection Criteria

### The following are applicable for all Carers Victoria positions:

- Commitment to the operation and culture of not-for-profit community organizations.
- Belief in social justice.
- Empathy and understanding of carers.
- Empathy and ability to work effectively with diverse communities.
- Commitment to maintaining a safe and healthy site environment for staff and clients.
- Cooperative work practices and contribution to a positive culture.
- Communication skills and the ability to liaise at all levels.
- Computer literacy to modern office standards including MS Office 2003.
- A sound understanding of systems and procedures.
- High level confidence and presentation skills.
- Ability to work "outside the square" and to undertake tasks simultaneously.
- Willingness to take direction, honesty and reliability.
- Initiative and sense of humour.
- A second language would be advantageous.

## Specific Selection Criteria

### Qualifications and experience

- Relevant tertiary qualifications that provide eligibility for registration with the Australian Association of Social Workers (AASW), Australian Psychologists Society (APS), or the Australian Counsellors Association (ACA).
- A minimum of three years relevant work experience.
- Demonstrated experience in the use and maintenance of a client data base.

### Knowledge, skills and abilities in the following areas:

- Excellent client intake and assessment skills, including risk assessment.
- Well developed engagement, listening and telephone counselling skills.
- Well developed information, advocacy and referral skills.
- Resourceful capacity to identify relevant information and resources for clients.
- Understanding of carers' roles and needs, and a commitment to their rights.
- Sound knowledge of community care and carer services.
- Sound knowledge and skill in using MS Office suite.
- Proficiency in general administration and office systems.
- Well developed written expression and document management skills.
- Organisational ability to plan personal workload and maintain orderly systems.
- Demonstrated ability to work effectively as part of a team.
- Demonstrated ability to work with people from diverse backgrounds.

## STATEMENT OF DUTIES AND PERFORMANCE STANDARDS Carer Advisory Line & Intake Counsellor

### Duties & responsibilities

#### Client Intake, Assessment and Response

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|---|-------------|
| • Respond to calls on the state-wide Carer Advisory Line in a timely manner.  | On-going    |
| • Engage with carers and service providers in a professional manner.          | On-going    |
| • Undertake a comprehensive assessment of presenting client needs.            | On-going    |
| • Identify relevant support and service options together with the client.     | On-going    |
| • Provide relevant information, support, advocacy, and guided referral.       | On-going    |
| • Process self-referrals and external referrals for Carer Counselling.        | On-going    |
| • Collect and input relevant client data on the CASSI data base.              | On-going    |
| • Maintain the currency of Contract Counsellor detail on the data base.       | On-going    |
| • Build professional relationships with Contracted Counsellors for referrals. | On-going    |
| • Provide structured telephone counselling sessions from time to time.        | As required |

#### Team Participation and Contribution

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|--|-------------|
| • Commit to open and constructive dialogue with team members.                | On-going    |
| • Participate in management, clinical and group supervision arrangements.    | Monthly     |
| • Provide feedback on specific carer issues, service gaps and policy issues. | As required |
| • Contribute to planning and decision-making processes within the team.      | As required |
| • Participate fully in organisational activities and processes.              | As required |
| • Other duties arising through ongoing evolution of the position.            | As required |

## STATEMENT OF DUTIES AND PERFORMANCE STANDARDS - All Carers Victoria Positions

Employment with Carers Victoria requires specific attributes as outlined in applicable Position Descriptions. The following are applicable for all positions:

### Team work and collaboration

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|---|-------------|
| • Attend team, stream and other meetings.                   | As required |
| • Support volunteers who assist in the work of the unit.    | On-going    |
| • Assist in cross-team project activity and working groups. | As required |
| • Assist with the general operations of the organisation.   | As required |

### **Professional development**

- A professional development plan will be developed and implemented in consultation with the staff member. As required
- Attend relevant group and/or individual seminars and training sessions. As required

### **Policy and procedures**

- Comply with Carers Victoria Policy and Procedures. On-going
- Complete time sheets. Fortnightly
- Complete leave forms. As required
- Maintain records according to job responsibilities. As required

### **Period of Employment**

The position's tenure and time fraction is as detailed in the letter of offer and acceptance, and as subsequently varied and documented.

A 7.6 hour working day between the hours of 8 am and 6 pm; some weekend and evening work may be required.

The position will be reviewed after six months and then on an annual basis as part of the Carers Victoria performance appraisal process.

### **Salary**

Salary is as detailed in the letter of offer and acceptance.

Legislated productivity superannuation is paid by Carers Victoria into a complying fund.

A salary packaging service is available for staff.

### **Conditions**

Social Community, Home Care and Disability Services Industry Award 2010 and the Carers Victoria Agreement 2009.

Employment is subject to the presentation of a recent and satisfactory police record check, presentation of personal identification and presentation of relevant qualifications.

### **Place of Work**

Carers Victoria, Level1, 37 Albert Street, Footscray 3011

Date approved: October 2009

Date to be reviewed: October 2010