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GOVERNANCE AND IMPLEMENTATION

This resource should be reviewed and endorsed in accordance with the organisation's governance and document control processes prior to implementation.

[Insert Organisation's Letterhead / Header]

DUTY STATEMENT

POSITION TITLE:	Counsellor
REMUNERATION/CONDITIONS:	As per the Health Professionals and Support Services Award
POSITION STATUS:	Full-time
DIRECTLY RESPONSIBLE TO:	Practice Manager / Mental Health Team Lead
PERFORMANCE APPRAISAL:	6 month probationary period; performance reviews every 12 months thereafter
POSITION FUNCTION:	To provide person-centred counselling services for Aboriginal and Torres Strait Islander patients, supporting their emotional, spiritual, and social wellbeing.
MINIMUM SKILLS REQUIRED:	Tertiary qualification in counselling, social work, or psychology

POSITION SUMMARY

The Counsellor offers a safe, culturally respectful space for patients to share concerns and develop strategies to address stress, grief, trauma, and mental distress. They work in close collaboration with Aboriginal Health Workers, psychologists, and social workers to ensure holistic support.

RESPONSIBILITIES

Clinical & Therapeutic Care

- Provide one-on-one and group counselling using trauma-informed and culturally safe approaches
- Develop wellbeing plans aligned with patient values and goals
- Support healing journeys and resilience-building
- Maintain detailed records and ensure appropriate referrals
- Participate in debriefing, supervision, and collaborative case management
- Promote early help-seeking through outreach and education
- Collaborate with internal clinicians and external partners for holistic support
- Engage with families where appropriate
- Respond to crisis presentations with appropriate interventions

Cultural Responsiveness

- Integrate Aboriginal understandings of health and wellbeing into practice
- Work with Aboriginal Health Workers to enhance community engagement and trust

Governance & Reporting

- Participate in data collection, CQI, and audit processes
- Attend clinical review and supervision sessions
- Support the development of mental health models that align with Aboriginal ways of knowing
- Adherence to funding agreements that align with Mental Health Reporting (PMHC)

MEETINGS

- Clinical meetings
- All staff meetings
- Interdisciplinary case conferences
- Stakeholder and partnership meetings as required

KEY PERFORMANCE INDICATORS

Focus Area	KPI
Counselling Delivery	≥90% of patients receive follow-up support
Community Engagement	≥2 education or group sessions annually
Cultural Safety	≥90% patient feedback indicates culturally safe care

PROFESSIONAL DEVELOPMENT

- Maintain registration or relevant accreditation (e.g., ACA, PACFA)
- Participate in cultural immersion training and reflective supervision

ESSENTIAL SKILLS AND EXPERIENCE

- High emotional intelligence and trauma-informed communication skills
- Proven experience in therapeutic mental health care
- Strong understanding of trauma, grief, and intergenerational impacts
- Culturally safe and adaptable clinical communication
- Familiarity with Aboriginal community contexts

MANDATORY REQUIRMENTS

- Tertiary qualification in counselling, social work, or psychology
- Professional association registration or membership
- Mental Health First Aid
- Current CPR Certificate
- National Police Check
- Working With Children Check
- Current Driver's Licence
- Compliance with all organisational policies and procedures
- Adhere to confidentiality and privacy requirements in line with the Health Records and Information Privacy Act 2002 (NSW) and other relevant legislation.

SIGNATURE & ACKNOWLEDGEMENT

I agree to abide by the standards and policies and have read and understood the job description and agree to comply with same.

Employee Signature: _____

Date: _____

Manager Signature: _____

Date: _____