



## Position Description

- Position:** **Counsellor**
- Service:** Family Works, South Canterbury
- Hours of Work:** 40 hours per week (flexibility to work outside normal working hours to meet client's needs as required).
- Responsible to:** Family Works Manager/Practice Leader
- Location:** Primary base is 26 North Street, Timaru, and may be required to work /be based in other locations within the South Canterbury, when requested and required.

**Vision: Presbyterian Support South Canterbury:**

*"The South Canterbury Community is strong, vibrant, safe and healthy"*

**Mission: Presbyterian Support South Canterbury:**

*"Supporting People with Quality care and Christian Love"*

**Values: Presbyterian Support South Canterbury**

- ✚ Excellence in service provision
- ✚ Partnership-working with clients, staff, volunteers and stakeholders
- ✚ Respect- through listening and responding to our community

**Vision: Family Works New Zealand:**

*"Aotearoa is the best place in the world to raise our children, our tamariki"*

**Mission: Family Works New Zealand**

*"We want all children/tamariki to flourish so we work to support them and their families and whanau, and to champion their cause in our communities."*

**Values: Family Works New Zealand**

- ✚ Recognise the strengths inherent in everybody
- ✚ Accessible and non-discriminating
- ✚ Confident and competent to work with people
- ✚ Operate within a Code of Ethics as defined by their profession
- ✚ Work with children, young people, families and whanau and individual adults in respectful relationships
- ✚ Recognise Te Tiriti o Waitangi as the founding document of our nations and for our relationship with Maori, who are 'tangata whenua' – the first peoples of the nation
- ✚ Recognise New Zealand as a bi-cultural nation and a multicultural society.







Approved by:  
Chief Executive Officer

Date Written: June 2015  
Reviewed: September 2017

## Primary Purpose of the Role

To provide high quality, professional counselling and related services to individual adults, couples, adolescents, families/whanau, groups and/or children in accordance with the Mission, Vision and Values. This role may involve facilitation of group work.

## KEY TASKS AND PERFORMANCE STANDARDS

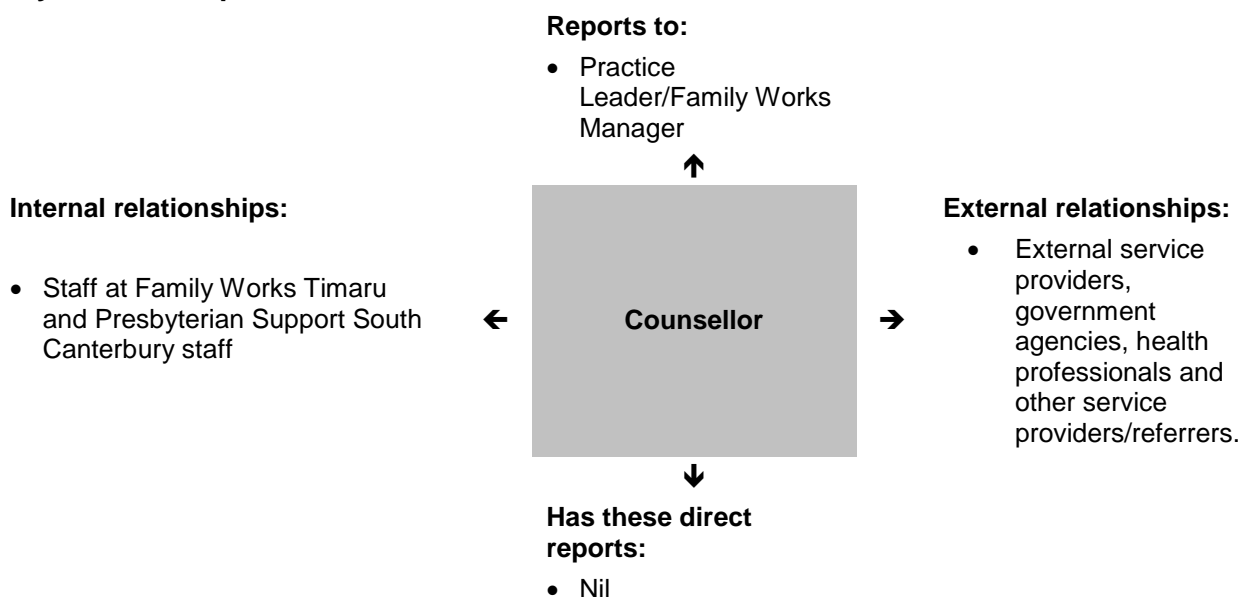
Key Tasks/Outcomes	Key Measures/Performance Indicators
<p><b>Counselling</b> To provide counselling and related services to Range of clients -</p> <ul style="list-style-type: none"> <li> Adolescents</li> <li> Adults</li> <li> Children</li> <li> Couples</li> <li> Families</li> <li> Groups</li> </ul> <p>To practice from a core strengths based client centered framework and to use a range of current modalities in order to be able to use the most appropriate Counselling Theory and Practice that will best meet the client's needs. e.g. Humanistic, MI, SFT, CBT, ACT, DBT, EFT, Narrative, Family/Systems Therapy, Gestalt, Developmental, cultural, psychoeducational therapy, etc.</p> <p>Ensure the provision of counselling, and/or group work meets clients' needs in an ethical, effective and timely manner.</p> <p>Meets their responsibilities regarding Care and Protection under the Children, Young Person and their Families Act 1989 and the Vulnerable Children's Act 2014 and any other legislation requirements.</p>	<p><b>Counselling</b></p> <ul style="list-style-type: none"> <li>• Compliance with National and Regional Family Works practice manuals, policies and procedures</li> <li>• Referrals are processed in accordance with Policy and procedures.</li> <li>• Risk/safety assessment and safety plans; assessments; client issues; goals; are completed and documented.</li> <li>• Counselling plans/ reviews are agreed and documented with timeframes.</li> <li>• Referrals to other services are made as appropriate.</li> <li>• Case notes are accurately recorded, up-to-date, in required formats and documented on database within timeframes.</li> <li>• Exit notes meet audit requirements and identify the results/outcomes</li> <li>• Client's evaluations indicate that they have been assisted towards achieving their stated goals and that the relationship was helpful</li> <li>• Where appropriate, provision of support /advocacy with/for clients at appropriate agency meetings e.g. Strengthening Families, Family Group Conferences.</li> <li>• Facilitation of therapeutic /psycho educational, critical debriefing etc. groups where appropriate.</li> </ul>
<p><b>Administration:</b> Implement fully, all Presbyterian Support Policies and administrative procedures.</p> <p>Competently use a variety of IT software programmes/applications and equipment</p> <p>.</p>	<p><b>Administration:</b></p> <ul style="list-style-type: none"> <li>• All appropriate Support policies and administrative procedures implemented and complied with fully.</li> <li>• Relevant administrative records and any appropriate statistical data are completed effectively and within timeframes.</li> <li>• All client fee structures are followed and appropriate subsidy applications processes are actioned.</li> <li>• Administrative Accounting/financial records are maintained, accurate and meet the required weekly/fortnightly/monthly timeframes.</li> <li>• Competent use of case management data base system; other computer systems, bookings, calendars, appointments and relevant applications and equipment, and other physical resources e.g. motor vehicles, phones.</li> </ul>

Key Tasks/Outcomes	Key Measures/Performance Indicators
<p><b>Support for New developments/improvements and Programmes</b> Actively support the development, implementation and delivery of new services and programmes or groups within their own service area.</p> <p>Provide support to other Family Works Services and programmes.</p>	<p><b>Support for New developments/improvements and Programmes</b></p> <ul style="list-style-type: none"> <li>• Innovative approaches are identified; explored and further developed if appropriate.</li> <li>• Proactive towards implementing changes that are required in services and systems</li> <li>• Support provided to other service areas as appropriate</li> </ul>
<p><b>Community Liaison &amp; Relationships</b> Develop and maintain close consultation and effective working relationships with key stakeholders, and specialist services relevant to working with adolescents, adults, couples, children, families and groups.</p> <p>To actively support community development initiatives and events related to Family Works services (these may occur inside and outside of working hours).</p>	<p><b>Community Liaison &amp; Relationships</b></p> <ul style="list-style-type: none"> <li>• Relationships with the community and with other relevant services are professional and constructive.</li> <li>• Family Work’s programmes and services are appropriately promoted to local service providers and referrers.</li> <li>• Public Relations material used is up to-date and available.</li> <li>• Proactive involvement in community events.</li> </ul>
<p><b>Teamwork</b> To work co-operatively with, and value the wide range of other practitioner’s knowledge/experience and disciplines in order to provide the most appropriate service for the client.</p> <p>Promotes the active facilitation of multi-disciplinary/service methods of working in order to best meet the needs of clients/community with complex, comprehensive issues and situations.</p>	<p><b>Teamwork</b></p> <ul style="list-style-type: none"> <li>• Works efficiently and effectively with all team members for the benefit of the client</li> <li>• Positively contributes to practice discussions/ multi-disciplinary meetings and development of best practice /team practice innovations</li> <li>• Attends and contributes constructively to Family Works Team meetings.</li> <li>• Proactive in managing team relationships and manages conflict and a positive and constructive way.</li> </ul>
<p><b>Personal and Professional Development</b> Ensures professional practice is up to date and relevant to the scope of practice.</p>	<p><b>Personal &amp; Professional Development</b></p> <ul style="list-style-type: none"> <li>• Maintain up to date knowledge and skills in areas of practice through continuing professional development that involves both professional and personal development activities.</li> <li>• Identify own ongoing professional development needs in conjunction with the Practice Leader/ Manager.</li> <li>• Maintain full membership of an appropriate professional body and ensure maintenance of own professional standards.</li> <li>• Actively prepare and participate/contribute to in all forms of supervision; peer supervision, supervision with an approved external supervisor, multi-disciplinary team supervision, internal administrative supervision, critical/urgent supervision with Practice leader/Family Works Manager.</li> </ul>
<p><b>Practice &amp; Service Quality Assurance/Continuous Improvements</b> Maintain ethical standard of counselling</p>	<p><b>Practice &amp; Service Quality Assurance &amp; Continuous Improvements</b></p> <ul style="list-style-type: none"> <li>• Ethical standards consistently meet</li> </ul>

Schedule 1

Key Tasks/Outcomes	Key Measures/Performance Indicators
<p>practice in accordance with the NZAC Code of Ethics.</p> <p>Ensure all practice and other programmes or services provided achieve the required <i>National</i> and Regional practice standards. Ensure active &amp; positive contributions to continuous quality improvements in service delivery.</p> <p>Ensure all services comply with relevant legislative requirements &amp; other organisational quality standards.</p>	<p>requirements.</p> <ul style="list-style-type: none"> <li>• Proactive participation in in quality assurance improvements /audits relevant to their practice area.</li> <li>• MSD contracts and audit requirements are complied with and all external contract requirements are met or exceeded.</li> <li>• The counselling service provided is evaluated regularly against established quality practice standards and they consistently meet those standards.</li> <li>• Proactive involvement in policy reviews and constructive feedback is provided.</li> </ul>
<p><b>Health &amp; Safety</b></p> <p>Understands and complies with responsibilities under the Health &amp; Safety in Employment Act 1992.</p> <p>Takes all practicable steps to ensure your own safety and the safety of clients/others.</p> <p>Identifies and contributes to safe practice for self/clients/others through practice discussions, development and improvement of practice standards or guidelines in working with clients in our internal or external settings.</p>	<p><b>Health &amp; Safety</b></p> <ul style="list-style-type: none"> <li>• Has read and understood their responsibilities under the Act as outlined in the H&amp;S manual.</li> <li>• Actively supports and complies with H&amp;S policy and procedures.</li> <li>• Procedures followed re the safety of any staff and volunteers working under your direction. H &amp; S procedures complied with when working with clients.</li> <li>• Active participation in identification and hazard management process.</li> <li>• Proactively reports and/or remedies any unsafe work condition, accident or injury either observed or experienced within same working day.</li> </ul>
<p><b>General</b></p> <p>Undertake such other tasks and duties, as may be required by the Manager, Family Works, from time to time.</p>	<p><b>General</b></p> <ul style="list-style-type: none"> <li>• Other tasks and duties, which may be required from time to time, undertaken co-operatively and with commitment.</li> </ul>

**Key Relationships & Authorities**



**Authorities and Delegations:**

Nil.

**Essential Professional Qualifications/Accreditations/Registrations:**

The appointee should hold:

- Relevant tertiary qualification;
- Full membership of a recognised professional body.

**Other essential requirements**

- The appointee will hold a current full driver’s licence.

**COMPETENCIES**

Competent performance in the role requires demonstration of the following competencies. These competencies provide a framework for selection and development.

Core Competency	Key Behaviours
<p><b>Practice and Client Management</b></p>	<ul style="list-style-type: none"> <li>• Undertakes practice in a manner that upholds the highest standards of ethical and clinical practice</li> <li>• A reflective practitioner</li> <li>• Attends promptly any client concerns and resolves these where at all possible.</li> <li>• Constantly looks for innovative ways to achieve greater levels of best practice and service.</li> <li>• Experienced in providing a range of counselling modalities and competent in working with Adults, Adolescents, Couples, Families and where appropriate Children.</li> <li>• Experience &amp; knowledge in working with a wide range of issues e.g. Family Violence, Trauma, Grief, Stress, Anxiety, Conflict, Relationships. Parenting, Adult &amp; Child attachment, Depression, mental health issues etc.</li> <li>• Knowledge of legal responsibilities under various Acts e.g. Privacy Act, Child Young Persons and their Families Act, Domestic Violence Act, Vulnerable Children’s Act, etc.</li> <li>• Knowledge of child, human, family growth and development / life cycle events.</li> <li>• Experience and competent in risk assessment/safety plans, assessment, goal setting/plans and reviews</li> <li>• Competent in the application of professional counselling values, respect for human dignity, partnership, autonomy, responsible care, personal integrity, social justice.</li> <li>• Local knowledge of services and resources available within the community</li> </ul>
<p><b>Organisational commitment</b></p>	<ul style="list-style-type: none"> <li>• Demonstrates organisational loyalty and works in partnership to assist staff and management of the organisation to deliver services.</li> <li>• Represents the organisation well; practices and behaves in a way that is consistent with its mission, values and ethical standards.</li> <li>• Is able to prioritise and work flexibly to support colleagues and to meet deadlines.</li> </ul>
<p><b>Co-operation and teamwork</b></p>	<ul style="list-style-type: none"> <li>• Participates positively in team meetings and decision-making; looks to advance both organisational goals and team goals.</li> <li>• Manages conflict well, in a timely manner, is constructive in</li> </ul>

Schedule 1

Core Competency	Key Behaviours
	<p>their feedback to team members; encourages others to do the same.</p> <ul style="list-style-type: none"> <li>• Supports and helps other team members to perform their tasks.</li> <li>• Suggests ways to improve the way the team operates/works together</li> <li>• Comes from a Strengths based perspective in working with other team members and is positive and constructive in managing team relationships.</li> </ul>
<b>Communication</b>	<ul style="list-style-type: none"> <li>• Highly effective interpersonal skills, and excellent oral and written communications skills</li> <li>• Is confident with people at all levels and backgrounds, including management.</li> <li>• Consults with others – actively seeks input from clients, colleagues and team members.</li> <li>• Uses a range of techniques to effectively and clearly present complex information in a clear and concise manner.</li> <li>• Expresses themselves clearly and confidently in conversations – the thoughts, information and ideas stated are easily understood by others.</li> <li>• Demonstrates absolute discretion when dealing with issues of a sensitive or confidential nature.</li> </ul>
<b>Best Practice &amp; Quality Focus</b>	<ul style="list-style-type: none"> <li>• Keeps up-to-date with best practice in counselling/social work and ensures that services are delivered as intended. Facilitates the integration of new knowledge and learning into best practice.</li> <li>• Ensures all appropriate statutory requirements are adhered to.</li> <li>• Role models innovation and continuous improvement and their delivery; actively fosters and encourages an environment oriented to this objective</li> <li>• Manages proactively their responsibilities and participation in administrative, clinical and peer supervision</li> </ul>
<b>Result Focus</b>	<ul style="list-style-type: none"> <li>• Displays a “can do” attitude. Self-motivated, Well-developed organisational and timeliness skills</li> <li>• Has the ability to advocate for themselves, clients, colleagues and the community.</li> <li>• Shows flexibility – able to work comfortably on more than one request, task or project, and is prepared to do a bit extra to attend to unexpected problems or to meet urgent pieces of work.</li> <li>• Knows own limitations and is willing to work in partnership/broker in external/internal assistance to ensure timeliness and quality.</li> <li>• Takes personal responsibility for making things happen.</li> </ul>
<b>Relationship management</b>	<ul style="list-style-type: none"> <li>• Demonstrates thoughtfulness, courtesy, openness and respect for the external providers, programme deliverers and employees. Encourages a culture of trust, respect, empathy and dignity.</li> <li>• Establishes and sustains positive working relationships with people at all levels. This includes the development of networks, promoting the organisation’s brand and purpose and seeking new ideas.</li> </ul>

Schedule 1

Core Competency	Key Behaviours
	<ul style="list-style-type: none"> <li>• Fosters an open, collective, mutually beneficial and co-operative culture.</li> <li>• Develops strong and close relationships with community and external service providers.</li> <li>• Experience in networking.</li> </ul>
<b>Cultural</b>	<ul style="list-style-type: none"> <li>• Knowledge of the articles of Te Tiriti o Waitangi and competent in their application to practice, a knowledge of Tikanga Maori and know where to seek advice and be willing to develop bi-cultural processes in the delivery of Family Works services. (Fluency in Te Reo Maori would be an advantage).</li> <li>• Able to deliver culturally sensitive and responsive services to Pacific Island and people of other cultures.</li> </ul>

*The position description will be reviewed regularly in order for it to continue to reflect the changing needs of the organisation. Any changes will be discussed with the position holder before being made. Annual objectives and performance measures will be set each year during the annual performance planning and development meeting.*

I have read this job description and accept it.	
Employee's Name: _____	
Signed: _____	Date: _____
Name: _____	Position: _____ (PSSC)
Signed: _____	Date: _____