

Position Description

Created: January 2019

Position Title: Family Services Clinician
EFT: 0.8
Department: Client Services
Location: Hawthorn, Victoria

Position reports to: Services Operations Manager
Position supervises: Nil

Purpose of Position: This position contributes to Dementia Australia's Mission through the provision of information, counselling, referral, resourcing and innovative responsive service models.

Position Parameters:

1. The incumbent is expected to exercise initiative and problem solve with considerable autonomy, under broad direction from the General Manager.
2. This position operates according to the ethical standards and protocols applicable to the incumbent's professional discipline, and the service standards, policies and procedures of the organisation.
3. This position operates in accordance with the objectives and strategies of the organisation's Departmental Plan (for Client Services Department) and will undertake priority activities as determined by the General Manager, Client Services.
4. This position works collaboratively with other Dementia Australia staff within the context of the National Program.

Position Objectives and Responsibilities

Independent Position Responsibilities	<ul style="list-style-type: none"> Support people with dementia, their families and carers by providing therapeutic counselling, information, referral and other interventions. Provide co-counselling for families, in partnership with other staff members Developing ongoing relationships with families and assisting them to develop plans and strategies to meet current and future needs Develop, further refine and communicate the Family Services model within the organisation
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- Develop and continually review a suite of programs and interventions for delivery by the Family Services team.
- Provision of brief, focussed counselling services, in person, by telephone or via other technologies including services to older adults, children and adolescents.
- Facilitation of family conferences.
- Participate in processes that align with Client Services centralised intake system.
- Provide appropriate and timely services to clients.
- Establish and maintain consistent partnerships and service linkages with key Victorian service organisations in particular Cognitive Dementia and Memory Services, Aged Care Assessment Services and other key agencies and individuals.
- Document and report all aspects of service delivery according to specified procedures.
- Participate in qualitative and quantitative evaluation of the service model.
- Administer pre and post intervention psychometrics
- Resource, support and promote telephone and web based therapeutic models.
- Provide secondary consultation and support to volunteers and staff.
- Provision of information and training sessions to volunteers, service providers and community members aimed at enhancing knowledge and skills within the sector and the general public.
- Facilitate group work as required.
- Liaise broadly and promote Dementia Australia's services in the region.
- Participate in the development of innovative service models for people with dementia and their families.
- Participate in and contribute to service evaluations, planning and development.
- Assisting in the development and maintenance of resource information.
- Engage in staff supervision and professional development

	<p>sessions aimed at continually improving quality service provision.</p> <ul style="list-style-type: none"> • Provide clinical leadership to counselling staff across the organisation.
Management Support	<ul style="list-style-type: none"> • Work cooperatively and collaboratively with the Client Services Leadership Team and other staff and contractors to ensure achievement of the objectives of the Client Services Department. • Prepare reports as required by the General Manager, Client Services. • Bring to the attention of the General Manager, any matter of significance to the achievement of the objectives of the Client Services Department. • Participate in other team projects/activities relevant to the position.
Supervision	<ul style="list-style-type: none"> • Participate in supervision (including peer supervision) provided by the organisation, as appropriate to the appointment. • Participate as required, to provide buddy/peer support to new employees who are employed as Counsellors/Dementia Consultants. • Participate in the Performance Development and Review process.

Qualifications: Post-graduate qualifications in psychology, social work or another related area in the health and social services sectors. Additionally, the employee will have specific training in family interventions and/or mediation.

Experience, Skills and Knowledge:

1. Eligibility for registration with, or membership of, a relevant professional body or association (eg Psychology Board of Australia or Australian Association of Social Workers).*
2. Highly developed therapeutic counselling skills and extensive therapeutic family counselling experience.*
3. Experience in working with complex families, and families in conflict.*
4. Excellent interpersonal and communication skills.*

5. Demonstrated experience in the delivery of interventions with families, mediation services and counselling with children and adolescents.*
6. Ability to work collaboratively across teams and provide high quality secondary consultation services.*
7. Capacity to work autonomously, often as a sole worker, and to be a self-starter, with demonstrated initiative.*
8. Well developed case note, record keeping and report writing skills.
9. Experience with telephone and web-based counselling models.
10. Experience with a diverse range of client groups, including older adults, children and adolescents.
11. Experience working in Aged Care, Disability or Health care or related field.
12. Computer literacy across a range of Microsoft applications.
13. Well developed organisational skills and good attention to detail.
14. Knowledge of the issues involved in dementia and an empathy and concern for people with dementia, their families and carers.

* *Key selection criteria*

Conditions of Employment:

- A six month qualifying period applies to all new incumbents.
 - Salary packaging is available.
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Additional Requirements:

The (prospective) employee will be required to:

1. Maintain a current driver's licence in the relevant state.
 2. Provide evidence of entitlement to work in Australia, the maintenance of such entitlement being critical to continuance in the role.
 3. Undertake a Police Check prior to being offered the position.
 4. Be flexible in work hours at times to meet the reasonable demands of this position.
 5. Be willing to undertake travel as may be required with the position.
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Signatures:

The employee's signature indicates:

- that the employee has read, understood and accepted this Position Description.
- that the employee is not aware of any condition (physical or psychological) which may negatively impact on his/her ability to carry out the duties as described.

Employee:

Manager:

Name: _____

Name: _____

Signature: _____

Signature: _____

Date: _____

Date: _____