

## Position Description

Reviewed: March 2020

<b>Position Title:</b>	<b>Dementia Counsellor</b>
<b>EFT:</b>	Various
<b>Department:</b>	Client Services
<b>Location:</b>	Various
<b>Classification:</b>	Health Professional Level 3, Health Professionals and Support Services Award 2010 (HPSS Award)
<b>Position Reports to:</b>	State Manager or Team Leader Client Services
<b>Position Supervises:</b>	NIL
<b>Delegation of Authority level:</b>	NIL

### About Us:

Dementia Australia is the national peak body and source of trusted information, education and services for the estimated half a million Australians living with dementia, and the almost 1.6 million people involved in their care. We advocate for positive change and support vital research. We are here to support people impacted by dementia, and to enable them to live as well as possible. Our commitment to a shared set of values shapes our decisions, actions and behaviours towards achieving our core purpose and strategic priorities.

- **We connect** by promoting a people centred way of working and respecting all
- **We collaborate** in a supportive manner with each other, other teams, clients and external parties
- **We commit** to our purpose and direction, accountable for our actions and support the innovations, reshaping the way we do things

## Purpose of Position:

Our Counselling professionals will contribute to the achievement of the strategy through the delivery of a range of specialist services ensuring positive outcomes for clients who are living with dementia and their carer.

The purpose of this position is to provide supports to people living with dementia, their families and carers to enhance their quality of life through the provision of individual, group or family counselling, and other related activities. The position promotes wellbeing and builds self-efficacy through face-to-face, telephone, or online counselling and innovative service responses.

### Position Objectives and Responsibilities

#### Service Delivery:

Provide dementia specific counselling for people living with dementia, their families and carers through individual, group or family counselling in accordance with specified protocols

Provide information about dementia, available services, community and family education and resources to people living with dementia, their families and carers.

Identify alternative services and supports needed by people living with dementia and their families and carers and make appropriate internal and external referrals as required

Ensure consumer directed services are delivered from an enablement perspective, empowering clients and focusing on the needs and rights of the person living with dementia and their carers.

Screen and assess clients to ensure that appropriate and timely services are received.

Establish links, collaborate and develop close working relationships and referral pathways with internal and external stakeholders.

Provide information and education sessions to service providers and community members aimed at enhancing knowledge and skills within the sector and the general public and actively promoting Dementia Australia services

Participate in and contribute to qualitative and quantitative evaluation of innovative service models, planning and development.

	<p>Facilitate delivery and evaluation of group counselling programs sessions for people living with dementia and their carers and families in accordance with program guidelines and workplan.</p> <p>Deliver the full range of other Client Services programs as required.</p> <p>Attend and actively participate in staff supervision and professional development aimed at continually improving quality service provision and maintaining professional knowledge and skills.</p>
<b>Communication and Team Work:</b>	<p>Develop strong, positive relationships within Dementia Australia, with colleagues in the same team and across departments.</p> <p>Promote an awareness of the needs of people with dementia, and their carers from special needs groups including those from diverse cultural backgrounds, people who identify as being LGBTIQ, Aboriginal and Torres Strait Islander people, and people living in rural and remote areas and develop culturally appropriate service strategies to meet individual needs and improve service access.</p>
<b>Administration and Documentation:</b>	<p>Ensure that client activity and other appropriate information is documented in line with professional and legal standards.</p> <p>Ensure timely and accurate management of client information and utilise prescribed databases for the recording of client information and to report outputs to meet funding agreements.</p> <p>Prepare reports on activities, progress and outcomes as required by General Manager Service Operations or State Manager.</p>
<b>Organisational Responsibilities:</b>	<p>Communicate and act in ways that are consistent with the organisation's brand and values.</p> <p>Support and promote the work of the organisation, maintaining a positive image of the organization in accordance with the Code of Conduct.</p> <p>Apply and uphold the principles of a respectful, inclusive and diverse workplace, free from discrimination, harassment or bullying</p>
<b>Policies and Procedures:</b>	<p>Adhere to, and comply with organisational policies, processes and procedures, using appropriate systems where required.</p>

Model the organisation's values, play a role in raising the profile of these values and associated behaviours across the organisation.

Demonstrate a strong commitment to a quality culture, implementing standards of excellence and a continuous improvement business focus.

Support and promote a strong safety culture by ensuring all work activities are performed in compliance with the organisation's Work Health and Safety Policy.

### **Qualifications:**

- Tertiary qualifications in an appropriate specialty area such as Psychology, Social work or Counselling.

### **Experience, Skills and Knowledge:**

1. Registration with, or eligibility for membership of, a relevant professional body or association (e.g. Australian Health Practitioner Regulation Agency, Australian Counselling Association, Australian Association of Social Workers or Psychotherapy and Counselling Federation of Australia)\*
2. Extensive counselling experience\*.
3. Knowledge and understanding of the impact of the diagnosis and progression of dementia on the person and their family.\*
4. Experience in the delivery of educational information and group programs.\*
5. Skills and experience in completing psycho-social assessments
6. Demonstrated skills in liaising with service providers
7. Excellent interpersonal and communication skills (written, verbal, presentation skills etc.). \*
8. Well-developed case note, record keeping and report writing skills.\*
9. Demonstrated capacity to deliver high quality presentations across a diverse community. \*
10. Knowledge and understanding of the Aged Care and Disability Sectors.
11. Sound competency with Microsoft Office applications

\*Key Selection Criteria

### **Conditions of Employment:**

- A six month qualifying period applies to all new incumbents
- Salary packaging is available

### **Additional Requirements:**

1. Maintain a current driver's licence in the relevant state. Access to and willingness to use own car (with reimbursement) for travel.
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, and other relevant checks as required, 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.

### **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 (legal, physical or psychological which may negatively impact on his/her ability to carry out the duties as described.

**Employee:**

**Manager:**

Name: \_\_\_\_\_

Name: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_