

**POSITION DESCRIPTION**  
Reviewed: December 2014

**POSITION TITLE:** Early Intervention Counsellor  
**DEPARTMENT:** Client Services  
**LOCATION:** Hawthorn

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**POSITION REPORTS TO:** Program Manager, Early Intervention Services  
**POSITION SUPERVISES:** Nil

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**PURPOSE OF POSITION:**

This position contributes to Alzheimer's Australia Vic's Mission through the provision of information, counselling, referral, education and innovative responsive service models.

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**POSITION PARAMETERS:**

1. The incumbent is expected to exercise initiative and problem solve with considerable autonomy, under broad direction from the General Manager, Client Services.
  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 Alzheimer's Australia Vic staff within the context of the National Program.
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**POSITION OBJECTIVES**

**1 General Organisational Items (applying to all staff)**

- 1.1 To be able to describe the organisation's Vision, Mission, Aims and Services.
- 1.2 To assist in the positive promotion of the organisation and its services in all contacts with the community and stakeholders.
- 1.3 To assist in the dissemination of the organisation's message to the broader community, to enhance the community's understanding and acceptance of the needs of people with dementia and their families and carers.
- 1.4 To recognise the values of the organisation and participate in building a team of high quality staff and volunteers.
- 1.5 To participate in the organisation's general and policy development.
- 1.6 To act in accordance with the organisation's policies and procedures at all times.

**2 Independent Position Responsibilities**

- 2.1 Provision of group work, ongoing counselling as required, information, education, referral and other interventions to people with dementia and their families across Victoria.

- 2.2 Participate in processes that align with Client Services' centralised intake and file management system.
- 2.3 Appropriately screen and assess clients to ensure that appropriate and timely services are received.
- 2.4 Liaise broadly and develop collaborative partnerships and service linkages with key Victorian service organisations in particular Cognitive Dementia and Memory Services, Aged Care Assessment Services and Medical Practitioners.
- 2.5 Document and report all aspects of service delivery according to specified procedures, ensuring qualitative and quantitative evaluation of the service model.
- 2.6 Deliver, support and promote telephone and web based support service models, including providing back up to the Helpline Duty Counsellor when needed.
- 2.7 Work collaboratively with volunteers.
- 2.8 Provision of information and education sessions to people with dementia, families and carers.
- 2.9 Provision of information and training sessions to service providers and community members aimed at enhancing knowledge and skills within the sector and the general public.
- 2.10 Participate in the development of innovative service models for people with dementia and their families.
- 2.11 Participate in and contribute to service evaluations, planning and development.
- 2.12 Participate in supervision provided by Alzheimer's Australia Vic.
- 2.13 Engage in professional development sessions aimed at continually improving professional growth and improving quality service provision.
- 2.14 Develop and maintain, as required, any special program portfolios eg: Mild Cognitive Impairment, Culturally And Linguistically Diverse, and Frontotemporal Dementia Programs

### **3 Management Support Responsibilities:**

- 3.1 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.
- 3.2 Prepare reports as required by the General Manager, Client Services.
- 3.3 Bring to the attention of the General Manager, any matter of significance to the achievement of the objectives of the Client Services Department.
- 3.4 Participate in other team projects / activities relevant to the position.

### **4 Supervision Responsibilities**

- 4.1 Participate in supervision (including peer supervision) provided by the organisation, as appropriate to the appointment.
- 4.2 Participate in the Performance Development and Review process.

## **CONDITIONS OF EMPLOYMENT:**

Terms of engagement are specified in the Alzheimer's Australia Vic & Health Services Union Enterprise Agreement 2012. Copies of these documents are available in the organisation's Library.

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

## **AWARD CLASSIFICATION:**

Counsellor: Grade 2 (depending on qualifications and experience)

## **QUALIFICATIONS:**

Tertiary qualifications in psychology, social work or another related area in the health and social services sectors.

## **KNOWLEDGE AND EXPERIENCE:**

1. Highly developed counselling skills.
2. Experience in screening and assessment.
3. Experience in group facilitation and counselling.
4. Experience working in Aged Care or related field.
5. Knowledge of the issues involved in dementia.
6. Computer literacy across a range of Microsoft applications.

## **PROFESSIONAL ATTRIBUTES:**

The professional attributes described below compliment and support Alzheimer's Australia's National Vision, Mission, Values and Aims;

At AAV, we believe that leadership and values are inseparable. We each have the capacity and opportunity to demonstrate leadership at all levels of the organisation whatever our role, guided by a shared commitment to:

<b>Mutual Respect</b>	...we all have a unique and valuable contribution to make
<b>Honesty</b>	...openness, transparency and the preparedness to speak up
<b>Good will</b>	...generosity of 'spirit'
<b>Personal Accountability</b>	...we each own our personal contribution and responsibilities
<b>Courage</b>	...challenging ourselves to do better
<b>Integrity</b>	...acting consistently with our shared values
<b>Collaboration</b>	...great benefit is derived from collective endeavors
<b>Continual Improvement</b>	...being open to ideas and addressing weaknesses
<b>Humility</b>	...embracing opportunities to learn from our mistakes
<b>Collegiality</b>	...coaching and supporting each other to achieve our full potential

## **PERSONAL ATTRIBUTES:**

1. A personal commitment to the Mission of the organisation.
2. A preparedness to meet the broader needs of the organisation while meeting the specific objectives of the role.
3. A willingness to work cooperatively and collaboratively within the Client Services team and with the organisation's staff, volunteers and clients.
4. A commitment to quality service delivery.
5. Well developed organisational skills, and good attention to detail.
6. Highly developed interpersonal skills.
7. Capacity to work autonomously and to be a self-starter, with demonstrated initiative.
8. An empathy and concern for people with dementia, their families and carers.

## **KEY SELECTION CRITERIA:**

**(Each of the criteria must be addressed by the applicant, inclusive of supporting evidence)**

1. Tertiary qualifications in a relevant discipline
2. Registration with, or eligibility for membership of, a relevant professional body or association (e.g. Australian Health Practitioner Regulation Agency or Australian Association of Social Workers)
3. Extensive counselling, screening and assessment experience including telephone and web based counselling
4. Experience in delivering educational programs and group programs
5. Demonstrated capacity to forge strong links and effective communication with key service providers
6. Excellent interpersonal and communication skills
7. Well developed case note, record keeping and report writing skills
8. Demonstrated capacity to deliver high quality presentations

## **ADDITIONAL REQUIREMENTS:**

The (prospective) employee will be required to:

1. Maintain a current driver's licence.
2. Provide evidence of entitlement to work in Australia, the maintenance of such entitlement being critical to continuance in the role.
3. Undertake a satisfactory Police Check prior to being offered the position.
4. Advise the organisation in writing of any condition (physical or psychological) which may impact on the ability to carry out the work as described.
5. Be flexible in work hours at times to meet the reasonable demands of this position.
6. Be willing to undertake travel as required with the position.

## **KEY PERFORMANCE INDICATORS:**

(These will be formally determined with the employee.)

**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: \_\_\_\_\_

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

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