

POSITION DESCRIPTION

Counsellor

Tararua Family Service

OUR VISION Fulfilled Lives, Connected Communities

OUR PURPOSE Anglican Care Waiapu is the social services arm of the Anglican diocese of Waiapu, partnering with our parishes and communities to nurture lasting transformation

OUR MISSION Living the gospel through loving service

VALUES The values that drive our organisational culture and behaviour:

Value	Behaviour
Vitality	We bring energy to our work, trying new things and embracing fresh thinking. We are committed to the wellbeing of our clients and our staff.
Integrity	We do what we say we will and hold ourselves accountable. We demonstrate courage in speaking up when we need to.
Compassion	We show kindness, patience, and a willingness to help others.
Respect	We show respect for the individuals we work with and for. We demonstrate humility in our relationships and reject prejudice. We believe everyone deserves a fair go.

Position: Counsellor

Location: Tararua

Date: June 2021

The Organisation:

Anglican Care Waiapu (ACW) is the social services arm of the Anglican Diocese of Waiapu. We have services in Bay of Plenty, Tairāwhiti, and Hawke's Bay. We support tamariki, whānau, and communities with our family services, early childhood education centres, grief counselling services, day centres for older people, and afterschool programmes.

Coverage: This is a full-time permanent position (30 hours per week) based at Tararua Family Services, Dannevirke

Position reports to: Tararua Services Manager

Responsible for: Not Applicable

Other Relationships:

Internal	External
Chief Executive Officer Anglican Care Waiapu	Local community organisations
General Manager Operations	Iwi & Whanau Ora organisations
ACW Centre Managers (FS, ECE & Aged Care)	Ecumenical Services
General Manager People & Culture	Local /regional social service providers
Chief Financial Officer & Finance Team	Oranga Tamariki
Health & Safety Advisor	Tararua Health Group, PHO's and DHB
HR Administrator	Other government organisations
Other Anglican Waiapu Staff	Tararua Strengthening Families
Southern Hawkes Bay Parish staff	Schools and ECE Providers
Growing Through Grief Staff	Tararua District Council
Family/Whanau	

Job Purpose:

The Counsellor is part of the Tararua Family Services Team and will work across both Dannevirke and Pahiatua. The Counsellor provides professional counselling and facilitates programmes to individuals and groups within the Tararua Community in line with Oranga Tamariki service guidelines and Anglican Care Waiapu policies and procedures.

The Counsellor is part of a multi-disciplinary team comprised of Social Workers, SWIS Social Workers, Counsellors, Administrative staff and Management. The Counsellor works in a confidential setting providing non-directive support to clients in exploring feelings, anxieties and life events that impact on their emotional wellbeing. Through this process clients are able to feel more empowered to manage their mental health and make positive life changes.

The following role accountabilities may evolve with organisational change and there may be additional duties, relevant to this position that will be required to be performed from time to time. A performance plan for this position and its objectives will be discussed and agreed upon between the position holder and the Manager as part of the staff performance development review process.

PRINCIPLE ACCOUNTABILITIES	STANDARDS OF MEASURE/EXPECTATION
<p>Leadership</p>	<ul style="list-style-type: none"> • Work to enhance and promote Anglican Care Waiapu’s distinct Christian character throughout the organisation, ensuring values are championed, articulated, and communicated to all staff. • Demonstrate leadership and behaviour consistent with the values, vision and mission of Anglican Care Waiapu. • Ensure organisational vision, values, principles and strategic goals are embedded in the culture and continually demonstrated in behaviour and decision making. • Contribute to the culture of continually striving for quality improvement, both personally and collectively.
<p>Clinical Activities and Practices</p>	<ul style="list-style-type: none"> • Maintain professional body accreditation (NZAC or NZCCA). • Manage a counselling case load and facilitate therapeutic group programmes in accordance with contracts. • Counselling will include, but is not limited to: <ul style="list-style-type: none"> ○ Assessment ○ Client plans/goal setting ○ Case management ○ Case notes ○ Case reviews ○ Client evaluations • Accurately collect and input relevant data for case management and contract reporting into the Excess client database. • Work in conjunction with the Senior Practitioner to develop and ensure that all clinical practices and reporting systems comply with Anglican Care, Waiapu Policies and Procedures, best practice guidelines, Oranga Tamariki Service Guidelines and Standards of Approval. • Consult promptly with Senior Practitioner/Manager regarding any ethical concerns, boundary issues or safety issues including reports of concern / notifications.

PRINCIPLE ACCOUNTABILITIES	STANDARDS OF MEASURE/EXPECTATION
	<ul style="list-style-type: none"> • Maintain an awareness and be alert to potential indicators of abuse and neglect. Raise all child protection concerns with the Senior Practitioner/TFS Manager immediately. • All Reports of Concern to Oranga Tamariki will adhere to the Anglican Care Waiapu Child Protection Policy and Procedure. • Use a variety of counselling strengths-based theoretical models, including bi-cultural and holistic approaches. Work in line with the organisational practice framework. • Seek and review feedback from clients at case/programme reviews and closure through the organisation's client survey procedures.
<p>Prevention / Early Intervention Programmes</p>	<ul style="list-style-type: none"> • Identify existing quality initiatives/programmes available in own community. • Refer children and their families/whanau to internal or external services as appropriate. • Develop, facilitate, and/or coordinate preventative programmes within schools and communities to meet identified child unmet needs. • Evaluate each programme delivered and use this information to improve programme service delivery.
<p>Multi-disciplinary Team and Strengthening Families Participation</p>	<ul style="list-style-type: none"> • Attend and actively participate in multi-disciplinary team meetings. • Build positive and effective relationships with other team members. • Endeavour to consistently and genuinely role model those core values and aspirational values of Anglican Care Waiapu within the workplace and in the community. • Refer clients to and participate in the local Strengthening Families casework as required and/or as requested by the Senior Practitioner, this may include the role of Lead Agent.
<p>Key Stakeholder/Contracting Relationships</p>	<ul style="list-style-type: none"> • Develop and maintain strong relationships with Oranga Tamariki as appropriate and maintain other networks with key stakeholders in the community. • Participate in Oranga Tamariki audits and monitoring visits as required, and complete Oranga Tamariki quarterly reports and other reports/requests as required. • Strong internal professional relationships supporting quality intake processes.

PRINCIPLE ACCOUNTABILITIES	STANDARDS OF MEASURE/EXPECTATION
<p>Required reporting and activities are entered and submitted</p>	<ul style="list-style-type: none"> • Meet regularly with the Senior Practitioner as scheduled to discuss team activity issues/concerns, clients, caseloads and progress towards contract outcomes. • Ensure that all activity is entered in the Exess client database (or such other database as Anglican Care Waiapu utilise) and the recording is up to date and on target. • Case notes are completed within 48 hours of client meeting. • Consistently gain advice and support and follow Anglican Care Waiapu’s policies and procedures relating to Oranga Tamariki reports of concern. • Attend both internal and external supervision.
<p>Entry into Tararua Family Services</p>	<ul style="list-style-type: none"> • Promote a welcoming and safe environment for all service users. • Ensure clients are contacted within three working days of their initial contact with TFS. • Ensure all processes are followed to ensure clients/whanau are advised of their rights, privacy and complaints procedures. • All clients/whanau are advised of all services available within Anglican Care Waiapu and consent is obtained to work with the client.
<p>Policies, procedures and contracts.</p>	<ul style="list-style-type: none"> • Complies with and have a thorough awareness of all Anglican Care Waiapu’s policies and procedures and their integration into day-to-day practices. • Maintains a high level of competency regarding staff practices. • Have a thorough understanding of all of the TFS/Oranga Tamariki contracts and service guidelines, and work to these at all times to ensure a quality service delivery.
<p>Assist in the development of a framework which integrates Te Tiriti O Waitangi and Bi-cultural Competencies into a workable standards.</p>	<ul style="list-style-type: none"> • Applies the organisations cultural competencies framework or equivalent. • Ensures relevant professional body cultural competency standards are maintained. • Māori concepts and awareness of tikanga are integrated into practice where appropriate and in consultation with ACW Cultural Advisor (where required) to clients. • Demonstrate inclusiveness and respect for diversity of languages and cultures. Demonstrate commitment to tangata whenuatanga and Te Tiriti o Waitangi partnership in Aotearoa.

PRINCIPLE ACCOUNTABILITIES	STANDARDS OF MEASURE/EXPECTATION
Self-Management and Ethics	<ul style="list-style-type: none"> • Takes primary responsibility for own professional development, effectiveness, health and safety. • Work priorities, personal workload and stress levels are managed with the support of the Senior Practitioner. • Open communication and positive conflict resolution are encouraged and modeled. • Supportive relationships are consistently maintained and developed with colleagues, clients and stakeholders.
Health and Safety and other	<ul style="list-style-type: none"> • A safety-first culture is actively promoted and demonstrated at all levels. • Health and safety procedures are adhered to, and the Health and Safety in Employment Act complied with. • Prospective and current hazards are consistently identified, and risk factors minimized/eliminated. • Flexibility and willingness to perform a variety of tasks is demonstrated. • Assist other team members within Anglican Care Waiapu wherever practical to achieve organisational objectives. • Other duties that arise from time to time performed as required.

QUALIFICATION, SKILLS, KNOWLEDGE & ATTRIBUTES REQUIRED

- Be a qualified Counsellor at bachelor's degree level or above.
- Be registered or working towards registration and membership of NZAC, NZCCA or another professional body.
- Experience in individual and family counselling and life skills development for young people, adults and their families.
- Experience in providing clinical and/or administrative supervision and support to others including colleagues or students.
- Group facilitation experience.
- Experience as a member of a multi disciplinary team.
- Stakeholder management and client relationship skills.
- Excellent written and oral communication skills.
- High level of emotional intelligence.
- Full, clean NZ Drivers License.

PERSONAL ATTRIBUTES

Leadership

Set a direction and define a clear vision for the long-term future.

Translates the Anglican Care Waiapu vision into action plans.

Walks the talk – lives the Anglican Care Waiapu values and delivers on commitments.

Develops links and networks with relevant groups to develop best practice.

Working with People

High level of personal competence; self-awareness and self-regulation.

High level of social competence; empathy for others and social skills.

Communicates ideas and facts honestly, clearly and confidently.

Builds proactive relationships throughout the region and Anglican Care Waiapu.

Works effectively in teams – valuing individual differences.

Is aware of the significance of Te Tiriti o Waitangi, and shows understanding of its contemporary application.

Planning and Organisation

Translates strategy into practical action plans – has a bias for action and getting things done.

Identifies and manages time and resources to effectively.

Sets goals and monitors to meet agreed deadlines.

Analytical Thinking

Understands and analyses both simple and complex issues.

Generates alternative approaches and solutions to problems.

Assimilates data and explores options from different perspectives to make effective judgments.

Reaches objective conclusions about both people and situations.

Declaration:

This position description may be required to be changed from time to time by Management as the requirements of the organisation changes. The employee agrees that the contents of their position description may be amended, added to, or varied from time to time by the employer, after consultation with the employee.

Signed: _____
(Employee accepting position)

Date: _____

Signed: _____
(Employer)

Date: _____