



Swan Hill
District Health
my hospital



Respect – Professionalism – Care – Commitment – Collaboration

COUNSELLING SERVICES MANAGER

A unique opportunity exists for an experienced professional manager for our Counselling Services team. Currently the team consists of two administration staff, four counsellors and a non-residential alcohol and drug withdrawal nurse located in a new building complex.

The role will co-ordinate, supervise and monitor all aspects of the daily operation of the Department of Counselling including the provision of counselling and meeting funding requirements

- To provide evidenced based counselling modalities to meet the needs of people accessing the service irrespective of their ethnicity, religion, age or gender.
- Intervention may include - individual, family and group counselling and/or appropriate referral.

Key Selection Criteria:

1. Qualification in Psychology, Social Work and or as required by the funding body.
2. According to discipline requirements current registration with the appropriate Occupation Association.
3. Knowledge and experience re therapeutic interventions and client management.
4. Demonstrated commitment to quality client service and working knowledge of quality improvement.
5. Ability to work independently and with initiative in management and clinical roles, including reporting and budget/target management.
6. Highly developed interpersonal skills that incorporate the qualities of excellent communication and leadership
7. Demonstrated experience to lead a team and provide direction and staff/team management Advanced/Intermediate/basic word processing, data entry and internet search skills.
8. Highly developed organization, planning, problem solving and change management skills.

For more information go to <http://www.shdh.org.au/programs-and-services/counselling-services> or contact Paul Smith, Executive Officer - Primary Care Services on P: 03 5033 9249
E: psmith@shdh.org.au.

Applications including the names of three referees should be forwarded to: Mr. Steven Wainwright, Human Resources Manager, Swan Hill District Health, PO Box 483, Swan Hill 3585, Victoria or email:employment@shdh.org.au.

Applications will only be accepted if they address the Key Selection Criteria and include an APPLICATION FOR EMPLOYMENT FORM. Email applications are preferred.



Position:	COUNSELLING SERVICES MANAGER
Classification:	Based on qualification and experience
Department:	Counselling
Reports to:	Executive Officer – Primary Care Services
Position Summary:	<p>To co-ordinate, supervise and monitor all aspects of the daily operation of the Department of Counselling including the provision of counselling and meeting funding requirements</p> <ul style="list-style-type: none"> To provide evidenced based counselling modalities to meet the needs of people accessing the service irrespective of their ethnicity, religion, age or gender. Intervention may include - individual, family and group counselling and/or appropriate referral. <p>Program to be presented in accordance with the policy of harm reduction and the promotion of health and well being.</p>
Responsibilities:	<p>1. Administrative</p> <ul style="list-style-type: none"> To be responsible for all department administration, and management of staff (including staff rosters and rotations, leave management, staff support and supervision, distribution of workload, review of overtime). To contribute to the efficient functioning of the department by ensuring timely and accurate documentation of client information, departmental statistics and health promotion activities. To regularly liaise with other department managers to ensure efficient and effective counselling services across all appropriate areas of SHDH. . Represent on various committees/working parties and other groups as required and determined by Executive Officer. To contribute to the organisations functioning as required, as a department head or as delegated by executive officer. To develop and review position descriptions, policies and procedures for the department. To ensure that all staff are informed of developments within the hospital and to involve staff in development and maintenance of Counselling programs. To be responsible for ordering department equipment and stock supplies required for clinical and administrative needs. To be responsible for the review and management of the counselling wait list. Record and report to the Primary Care Executive Officer on current and anticipated department activities. To monitor and manage the Counselling Department Budget in line with finance requirements. To participate in SHDH Hardwiring for Excellence processes and activities including monthly rounding with staff and accountability meetings with the Primary Care Executive Officer. To be responsible for Counselling Department staff recruitment, selection, orientation and induction, including credentialing within the Counselling Department. Chair weekly Team meetings and attend Primary Care and Hospital Wide Department Head meetings and monthly budget meetings.

	<p>2. Clinical</p> <ul style="list-style-type: none"> • To provide clinical leadership to Counselling Department staff and provide strategic direction for the development of the Counselling Service. • To be responsible in provision of staff supervision and organization of counselling services in all areas of program delivery • To maintain a clinical work load in addition to management responsibilities and assist staff in clinical areas where required. • To liaise with SHDH Departments and external service providers to facilitate a multi-disciplinary approach to client care. • To maintain safe working and treatment standards in the Department • Client management <ul style="list-style-type: none"> ❖ In conjunction with clients develop Individual Treatment Plans including assessment, short term/long term goals and management structure. Facilitation of referrals when/if appropriate. Preparation of confidential reports. Participate as required in case conferences and case management. ❖ Compliance with the code of ethics, standards of practice and registration according to requirement of the discipline. <p>3. Evaluation</p> <ul style="list-style-type: none"> • To ensure that the Counselling Department, using the resources available, provides an efficient service, supplying a high quality of care. • To monitor the efficiency / effectiveness of patient care by means of quality assurance procedures. • To ensure the professional competence of staff and support opportunities for ongoing staff development via the completion of annual My Work Plans. • To monitor and evaluate Counselling client activity in line with Primary Care Targets and funding body requirements. • To be responsible for revision of existing services and implementation of new services /programs as necessary. <p>4. Education & Staff Development</p> <ul style="list-style-type: none"> • To be available for both clinical and managerial advice and assistance to other staff members • To maintain department continuing education programs, and ensure staff participation in regular in-services. • To encourage staff to develop further professional competence and to undertake professional studies to ensure career development. • To undertake a "teaching" service to other disciplines in matters relating to counselling programs • Participation in regular external and peer supervision.
<p>Key Selection Criteria:</p>	<p>Essential:</p> <ol style="list-style-type: none"> 1. Qualification in Psychology, Social work and or as required by the funding body. 2. According to discipline requirements current registration with the appropriate Occupation Association. 3. Knowledge and experience re therapeutic interventions and client management. 4. Demonstrated commitment to quality client service and working knowledge of quality improvement. 5. Ability to work independently and with initiative in management and clinical roles, including reporting and budget/target management. 6. Highly developed interpersonal skills that incorporate the qualities of excellent communication and leadership

	<p>7. Demonstrated experience to lead a team and provide direction and staff/team management Advanced / Intermediate / basic word processing, data entry and internet search skills.</p> <p>8. Highly developed organization, planning, problem solving and change management skills.</p> <p>Desirable:</p> <p>1. Demonstrated commitment to Professional Development and continuing education.</p> <p>Must be able to obtain a Medicare Provider number for SHDH site/s as required and commit to the contracted 100% donation model of MBS revenue to SHDH.</p>
Salary/Award:	Salary in accordance with Health and Allied Services Award. Hours of duty as negotiated.
Infection Control:	<ul style="list-style-type: none"> • Each staff member has a responsibility to minimize exposure to incidents of infection/cross infection of residents, staff, visitors and the general public. • The risk minimization strategies are to be supported by all staff adhering to the Infection Control Manual policies, procedures and guidelines.
Continuous Quality Improvement:	<ul style="list-style-type: none"> • Each staff member is expected to demonstrate a commitment to best practice. • All staff shall take responsibility for their own practice and share responsibility for creating and maintaining a system that provides safe, high quality health care. • All staff will participate in quality improvement activities aimed at improving patient outcomes and maintaining accreditation standards. • It is the responsibility of every staff member to be familiar with Health Service-wide and specific Department Policies & Protocols • We recognise diversity is part of every person & as such providers of health care must be actively involved in developing models of care that are person centered.
Person Centered Care:	<p>The Health Service supports in its values the philosophy of Person Centered Care to ensure all people, including health service providers, clients, their carers and family members are respectfully cared for and encouraged to participate in the provision of quality health care.</p> <p>Recognise diversity is part of every person & as such providers of health care must be actively involved in developing models of care that are person centered.</p>
Just Culture:	All staff are expected to support a Just Culture in which reporting is actively encouraged, with an emphasis on learning from issues that arise as opposed to blaming those involved.
Hardwiring for Excellence Values - Standards of Behaviour	SHDH strategic direction has a specific focus on developing strong leaders by improving communication and accountability across the continuum. In line with the SHDH Organisational Values and Standards of Behaviour Charter 2017, staff are expected to align and demonstrate these behaviours, not 'sometimes' but 'always' so as to create and maintain a culture of high performance.
Privacy and Confidentiality:	<p>SHDH are committed to protecting patient and staff privacy and confidentiality, as it is an important aspect of our commitment to providing high quality services. In accordance to both the Health Records Act and the Information Privacy Act, information should only be used and disclosed for the primary purpose of its collection.</p> <p>Each employee has a responsibility to adhere to SHDH's Privacy and Confidentiality Policy, as it is a condition of employment. Any breach of the</p>

	rules of privacy and/or confidentiality relating to health service business, patients or medical records will result in disciplinary action.
Mandatory Training:	All employees must be aware of and complete designated mandatory training within the required time frame.
Safety:	<p>RESPONSIBILITIES: It is the responsibility of every staff member to:</p> <ul style="list-style-type: none"> • Take reasonable care for your safety and the safety of others while at work. • Report accidents, incidents and potential hazards as soon as reasonably practicable to your supervisor and record on VHIMS reporting system. • Advise your supervisor if you have an injury or illness that may affect your ability to perform the inherent requirements of your position. • Be familiar with emergency and evacuation procedures as detailed in the Emergency Procedures Manual. • Complete all Mandatory training requirements as identified and directed. • Comply with the Occupational Health and Safety Act and all SHDH O.H. & S. online Policies and Procedures.
Review:	Completion of My Work Plan on a yearly basis.
Date Written	July 2013
Reviewed:	Jan 2014; Dec 2014, Dec 2016, Oct. 2017, Feb. 2018, Feb 2019.
Managers Name:	Paul Smith
Managers Signature:	
Employees Name:	Elwyn Witney
Employees Signature:	



The Application for Employment form is required to be submitted with the following documents:

- Covering letter in support of application
- Response to Key Selection Criteria
- Applicants Curriculum Vitae

Position Applying for	
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General Information

Name			
Address			
Contact	<u>Home phone</u>	<u>Mobile</u>	<u>Email</u>

Are you of Aboriginal/Torres Strait Islander Origin? No Aboriginal Torres Strait Islander

(This question is voluntary)

Do you wish to be identified under this category? Yes No

Are you an Australian Citizen or Permanent Resident: Yes No Date of Grant/...../.....

If no, what is your current Visa Status – Visa type _____ Expiry date/...../.....

Place/Country of issue: _____ Issue Number : _____

Do you require sponsorship? Yes No

Where did you hear about the position you are applying for?

Newspaper Internet Swan Hill District Health Website Social Media (Facebook)

Conditions of Employment

Employment conditions are governed by the relevant Public Sector Health Industry Awards and EBAs relevant to the position applied for:

Initial employment is casual / relieving unless otherwise indicated.

- 6 months probationary period (*with a review at 3 months.*)
- Requirement to work any shift
- Requirement to work in any department (rotation)

Hours of Work – SHDH operates on a 24 hour, 7 day week, 3 shift basis, and you may be called upon to work/relieve on any of these shifts. If you are unable to work any of the shifts, please indicate below:

Unavailable to work: _____

Normal hours of work are 40 in each week worked on an ADO each month. This is only applicable to Full Time employees. Part time employees will have a minimum hours set but may be called upon to work up to 38 hours per week at normal pay.

Police and Working with Children Checks

Satisfactory Police Checks, and in some areas, Working with Children Checks are mandatory at the point of employment.

If you have a current Police Check and/or Working with Children Check, please show the check identifying numbers and the date of issue: _____

Upon engagement, you will be required to provide the necessary information to complete a Check. Please note that it is a condition of employment that you maintain a current satisfactory Police Check and, if required, Working with Children Check.

Pre-existing Health and Injury Declaration

Swan Hill District Health (SHDH) is committed to achieving a safe working environment for all employees. As part of this, it is our objective to ensure potential employees are not required to work in duties that they are not able to perform safely. As part of the application process for employment with SHDH, we request you to disclose any pre-existing injury or disease which may be adversely affected by the performance of the inherent requirements of the position you have applied for – as described in the Position Description for the position.

Pursuant to S.41 (1) and (2) of the *Workplace Injury Rehabilitation and Compensation Act 2013*, you are required to disclose to SHDH any pre-existing injury or disease that you have suffered of which you are aware, and could reasonably be expected to foresee, could be affected by the nature of this proposed employment.

Failure to make a disclosure, or the making of a false or misleading disclosure, would disentitle you to compensation pursuant to the *Workplace Injury Rehabilitation and Compensation Act 2013* should you suffer any reoccurrence, aggravation, acceleration, exacerbation or deterioration of your pre-existing injury or disease arising out of, or in the course of, or due to the nature of with SHDH. SHDH will rely upon any failure to disclose in accordance with the provisions of the *Workplace Injury Rehabilitation and Compensation Act 2013* as grounds for denying compensation in accordance with S.41 (1) and (2).

Should any alteration, change or rearrangement be necessary to enable you to carry out the inherent requirements of the position, we also request that you disclose these requirements. SHDH is an equal opportunity employer and will arrange any reasonable adjustment to enable a person with a disability to perform the inherent requirements of the position and therefore compete equally with other applicants for this position. Please disclose in the place below any pre-existing injury or diseases that you suffer from, or have suffered from, which could be affected by the nature of your proposed employment with Swan Hill District Health.

Disclosure advice:- (to be completed by the applicant)

I confirm that I have read and understood the contents of the above information and state that I have disclosed all relevant information in relation to my health and physical ability to carry out the inherent requirements of this position.

Signature of applicant: _____ **Date:**/...../.....

NOTE: If providing this form electronically, you accept that the information is true and correct by the action of submitting the form. You will be requested to sign the printed version at your interview if you are selected.

Enquiries:
Email address: employment@shdh.org.au
Phone: 03 50339315
Postal Address: PO Box 483 SWAN HILL VIC 3585