

Position Description

Position title:	Waiting List Support Counsellor/SMART facilitator	Employment Type:	Part time, fixed term.
Reports to:	Chief Executive Officer	Award:	Social, Community Home Care and Disability Services Industry award (SCHADS)
Approved by:	Chief Executive Officer	Classification:	Level 4
Direct reports:	0	Effective date:	January 2022

Role Purpose

The Haymarket Foundation exists to provide opportunities to people who have been marginalised by society. We understand that the people we work with come from a background of complex trauma, and we use this understanding to advocate and deliver multidisciplinary services that are inclusive, safe, and offer freedom of choice.

Waiting List Support Service (WLSS) is a program that aims to assist individuals who are waiting to receive treatment for addictions. The program requires a suitably qualified counsellor. The position is responsible for facilitating a SMART recovery group, counselling for people who are currently on the waiting lists for drug and alcohol services (case load up to 10 clients) and providing information and referrals to family members and the general community.

WLSS aims to ensure that people experiencing problematic drug and alcohol use receive effective supports during the waitlist period and in aftercare.

The program is funded through the Central and Eastern Sydney PHN and includes a full-time case manager who works Mon-Fri. Based at Woolloomooloo, the position will work along side the WLSS case manager and AOD services staff.

Key Accountabilities

Service Delivery

- Receive referrals and assess requests for entry to the program.
- Provide and facilitate the provision of referral, assessment, and counselling
- Carry out a full assessment of needs, including risk assessment, on each client who comes under care-coordination.
- Facilitate a weekly SMART Recovery group
- Prepare and maintain case notes/logbook for each individual client.
- Liaise regularly with the drug and alcohol services where the clients are on waiting lists.
- Create and maintain professional working relationships with referring agencies and local services.
- Maintain total confidentiality in respect to clients.
- Actively seek feedback from clients regarding the quality of service and areas for improvement.

- Provide information and referral to the family and friends of people with addictions
- Provide emotional support to people and refer to internal services when appropriate.
- It is encouraged that a promotion of self-advocacy is part of your work practice daily with all clients.

Business Processes

- Comply with all Haymarket Foundation policies and procedures and all statutory requirements and contractual obligations.
- Participate in the Haymarket Foundation's Quality Improvement processes.
- Attend regular staff meetings.
- Assist in creating and maintaining a supportive and cooperative team environment, to meet the goals of service delivery more effectively.
- Co-operate closely with team members to ensure continuity of care and provision of a comprehensive service to consumers.
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Workplace Health & Safety

- Comply with the Haymarket Foundation's WHS Policy and procedure.

Policies and Procedures

- Comply with all organisational policies and procedures.

Code of Conduct

- Read and sign the Haymarket Foundation code of conduct.

Quality Improvement

- Contribute to quality activities to improve the standard of care and service of the SHEIS program.
- Proactively contribute to the accreditation programs of the service.
- Actively seek feedback from clients on the quality of service and areas for improvement.
- Comply with the Haymarket Foundation's strategic plan, funding body requirements and all relevant government legislation.
- Create and maintain professional working relationships with referring agencies and local services.
- Engender excellence in the provision of customer service throughout the organisation, utilising a client centred culture.

Confidentiality and Privacy

- Ensure and maintain confidentiality in all matters relating to clients and staff of the Haymarket Foundation in accordance with the *Privacy and Confidentiality Policy*.
- Ensure that no confidential information that you may receive in the course of your employment is disclosed either during your employment, or after its termination, with the Haymarket Foundation.

Risk Management

- Identify, report, and mitigate of risks within SHEIS operations in compliance with WHS and Risk Management policies.

- Be familiar and comply with risk management strategies in the Risk Register.

Infection Control

- Comply with the *Infection Control* and *Food Management Policies*.

Key Selection Criteria

Key Selection Criteria: Essential (E), Desirable (D)
A tertiary qualification in counselling (E)
Minimum three years' experience in a counselling role. (E)
A certified SMART Practitioner. (E)
A working understanding of trauma informed care and practice. (E)
An understanding and knowledge of issues faced by people who identify as having a substance use disorder. (E)
Demonstrated communication skills especially in the development of a case plan. (D)
An understanding of homelessness and referral pathways. (D)
Disclosure of any restrictions that impact upon your role as a practitioner. (E)
Valid driver's licence. (D)
National criminal record check. (E)
Proof of Vaccination. (E)
Demonstrated communication skills specifically in client and team rapport building. (E)
Proven ability to set clear professional boundaries. (E)
Data entry experience/competent user of Microsoft Office suite. (E)

Key Performance Indicators

Refer to attached *Success Criteria* for key performance indicators for this position.

Acceptance

Employee

Chief Executive Officer

Name:

Name:

Signature:

Signature:

Date:

Date: