

POSITION DESCRIPTION

Position Title:	Counsellor – Grade 2
Business Unit/Department:	Counselling and Family Violence
Directorate	Integrated Community Health services
Award/Agreement:	Allied Health Professionals (Victorian Public Health Sector) Single Enterprise Agreement 2021-2026
Classification:	Grade 2 classification as applicable to profession
Location:	Melton Community Health Services Building
Reports To:	Manager of Counselling and Family Violence via Senior Clinician, Counselling and Social Work Team
Direct Reports:	No
Date Prepared/Updated:	10 April 2026

Position Purpose
<p>Counsellors within the Counselling and Social Work team fulfil an important and diverse role within the larger division. The role is responsible for providing high quality therapeutic care to clients attending for support from the community. The role is required to complete triage, assessments and interventions in line with evidence based practice and patient centred approaches. Counselling and Social Work team services include but are not limited to: counselling, case management, group work and family work and can be provided across the range of WH sites in the local government areas of Melton and Moorabool and also in community settings and client homes. Presenting issues for eligible clients include but are not limited to, experience of trauma, past and or recent, daily living difficulties, managing chronic health conditions, grief and bereavement, relationship issues, family issues, anxiety and depression.</p> <p>Service is undertaken under various funding streams both state and federal-based consistent with other teams in the Integrated Community Health Services Directorate. The role is required to work collaboratively as part of a multidisciplinary team to provide a coordinated approach to patient care.</p>
Business Unit Overview
<p>Integrated Community Health Services Directorate</p> <p>The Counselling and Social Work team sits within the Integrated Community Health Services Directorate. The Directorate focuses on delivering high quality care to people residing in the City of Melton and Moorabool Shire across a variety of clinical settings. Services are provided across acute (medical surgical and maternity unit), outpatient services (Paediatric and Adult), outpatient rehabilitation, community health settings (Paediatric and Adult), residential care services and support services including Intake for Bacchus Marsh, Melton and Caroline Springs campuses.</p> <p>The Integrated Community Health Services Directorate has a strong focus on multidisciplinary care with services being provided in both an individual format and group based interventions. Staff model the Western Health values of Compassion Accountability Respect Excellence and Safety and work</p>

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collaboratively with external partners to deliver a holistic approach of care for residents within the local communities.

The City of Melton and Moorabool Shire are amongst the top 10 fastest growing local government areas within Victoria, with population growth expected to increase by ~ 140% by 2051. Significant growth and service development is expected within the next 10 years in response to local population growth and increased demand on local health services.

Key Responsibilities

- Provide high quality service delivery in accordance with best practice guidance including triage, assessment, psychosocial education, therapeutic group work, counselling, advocacy, case management, and discharge planning.
- Provide high quality program and procedure development, support, supervision and education to staff working within the social work, counselling and associated program areas.
- Demonstrate a commitment to the patient 'Charter of Healthcare Rights', the 'Aged Care Charter of Rights' and the Aged Care Code of Conduct as applicable
- Assist with multidisciplinary assessment, diagnosis and treatment recommendations for adult clients.
- Ensure continuity of care to clients through close liaison and consultation with other health and social and community service professionals.
- Participate in the planning, implementation and evaluation of projects.
- Maintain close professional working relationships and communication channels with other health professionals and support personnel.
- Participate in professional development opportunities.
- Demonstrate a strong commitment to consumer participation.
- Work collaboratively with other members of the multidisciplinary team.
- Perform home visits with relevant clients to provide services when required, ensuring that visits are performed in accordance with organisational OH&S requirements.
- Collaborate effectively with relevant external stakeholders, maintaining a focus on relationships in interactions with other providers.
- Reflect client centred philosophy in the delivery of care.
- Support change processes within teams and the organisation.
- Provide clear communication and work with a multidisciplinary team approach.
- Provide guidance and supervision of junior staff and placement students as required.
- Support senior staff in their supervision practices through providing task supervision to junior staff.
- Provide education to other members of the multidisciplinary team to ensure optimal function in achieving best patient care and outcomes.
- Maintain statistics in accordance with Western Health Procedures and funding requirements.
- Maintain quality files and the integrity of client case information via the required client referral, information and management systems designated by the relevant funding bodies and Western Health.
- Undertake project work when required.
- Maintain an up to date knowledge and skills base to facilitate best possible patient care.
- Participate in service development, organisational meetings, staff development and training as required.
- Actively contribute in relevant meetings, group supervision, and reflective practice activities.
- Ensure that all equipment and resources are regularly monitored and maintained in accordance with departmental guidelines.
- Utilise appropriate communication channels as per organisational structure.

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- Duties as directed by the Senior Clinician, Counselling and Social Work, and Manager, Counselling and Family Violence.

In addition to the key responsibilities specific to your role, you are required to deliver on the [Key Organisational Accountabilities](#) which are aligned with the Western Health strategic aims.

Key Working Relationships

Internal:

- Director Integrated Community Health Services
- Manager, Counselling and Family Violence
- Senior Clinician, Counselling and Social Work Team
- Colleagues, Community programs and other services
- Students
- Clients/Patients

External:

- Clients and family/ carers
- Community organisations
- Other relevant stakeholders

Selection Criteria

KSC1 Qualifications and Prerequisites

- Social Work/Psychology/Counselling qualification or equivalent qualification.
- Membership with relevant professional body is desirable.
- Evidence of relevant professional development completed in working with adults and families in a community and/or health services setting.
- Current Victorian Driver's License.

KSC2 Experience.

- Demonstrated ability in clinical service delivery to adults and families in a community and/or health services setting.
- Demonstrated experience in completing client centred assessments and collaborative development of support plans and goals including relevant risk assessment and management. .
- Demonstrated experience working with clients with complex needs and behaviours (e.g. trauma, unmanaged substance use, disability, mental health, parenting and other family issues).

KSC3 Personal Attributes.

- Able to work effectively independently and as part of a multidisciplinary team.
- Demonstrated commitment to ongoing professional development and continuous quality improvement.
- Demonstrated commitment to promoting a positive, productive and supportive team.
- Demonstrated ability to manage personal values, prejudices and biases when working with clients.
- Demonstrated ability to engage in reflective practice

KSC 4 Technical Knowledge

- Strong computer literacy.
- Demonstrated commitment to ensuring continuous quality improvement.

KSC 5 Communication

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- Demonstrated ability to network with other health and community service providers and organisations, for the ongoing support and intervention with clients for their improved life outcomes.
- Demonstrated ability to work with diverse client groups to establish effective therapeutic relationships and improved life outcomes.
- High level interpersonal and communication skills, advocacy, negotiation and conflict resolution skills.
- Demonstrated success in maintaining external networks and collaborative relationships with professionals both internal and external.

KSC 6 Confidentiality

- Ability to apply principles of confidentiality, privacy and maintain confident communication within the relevant legislative frameworks for the sharing of client information.

Additional Requirements

All employees are required to:

- Obtain a police / criminal history check prior to employment
- Obtain a working with children check prior to employment (if requested)
- Obtain an Immunisation Health Clearance prior to employment
- Report to management any criminal charges or convictions you receive during the course of your employment
- Comply with relevant Western Health clinical and administrative policies and guidelines.
- Comply with and accept responsibility for ensuring the implementation of health and safety policies and procedures
- Fully co-operate with Western Health in any action it considers necessary to maintain a working environment, which is safe, and without risk to health
- Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Western Health
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Western Health
- Be aware of and comply with relevant legislation: Public Administration Act 2004, Victorian Charter of Human Rights and Responsibilities Act 2006, the Victorian Occupational Health and Safety Act 2004, the Victorian Occupational Health and Safety Regulations 2017 (OHS Regulations 2017), Fair Work Act 2009 (as amended), the Privacy Act 1988 and responsibilities under s141 Health Services Act with regard to the sharing of health information, the Family Violence and Child Information Sharing Schemes, Part 5A and 6A Family Violence Protection Act 2008
- Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other Western Health employment guidelines

General Information

- Redeployment to other services or sites within Western Health may be required
- Employment terms and conditions are provided according to relevant award/agreement
- Western Health is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination. The organisation promotes diversity and awareness in the workplace
- Western Health is committed to Gender Equity
- Western Health provides support to all personnel experiencing family and domestic violence
- This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Western Health reserves the right to modify position descriptions as required. Employees will be consulted when this occurs

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- Western Health is a smoke free environment

I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.

Employee's Name: Click here to enter the Employee's name.

Employee's Signature: _____ Date: Click here to enter a date.

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