



Counsellor Position Description

Our Vision

We are recognised for care that provides healing, hope and a greater sense of dignity, especially to those most in need.

Our Mission

To continue the healing mission of Jesus Christ.

Our Values

Hospitality Manaakitanga

A welcoming openness to all; to the familiar and the mystery of self, people, ideals, experience, nature and to God.

Compassion Aroha

Feeling with another in their discomfort or suffering and striving to understand the other's experience with a willingness to reach out.

Respect Whakaute

An attitude treasuring the unique dignity of every person and recognising the sacredness of all creation.

Justice Tika

A balanced and fair relationship with ourself, neighbour, all of creation and God.

Excellence Hiranga

Giving the optimum standard of care and service within available resources.

Role, Purpose and Scope

The role of Counsellor is to provide services necessary for the successful delivery of Community Development, Health and Wellbeing, Young Parents Development and Early Childhood Education Services in the area.

Authorities

As per St John of God Hauora Trust's Management Authority Matrix and as delegated by the Chief Executive Officer.

1 Key Relationships

Reporting Relationships	
Responsible to	Health and Wellbeing Manager
Responsible for	Nil.
Functional Relationships	
The Counsellor will develop and maintain excellent relationships with the following colleagues, customers and clients for the purposes stated below.	
Internal Relationships	
Who does the job holder work or interact with inside St John of God Hauora Trust	The purpose and frequency of these interactions is to:
Clients	Delivery of high quality services that support clients in a manner consistent with mission, values and contractual requirements.
General Manager Community, Youth and Child Services	Provide reassurance to General Manager Community, Youth and Child Services that, where applicable, all Health and Wellbeing, Community Development, Young Parents Development and Early Childhood Education Services and activities in the area are being delivered to an excellent standard and within budget.
Community, Youth and Child Services tier 3 managers	Provide Community, Youth and Child Support services as directed by tier 3 managers.
CEO and Support Services Office managers and staff	Discharge responsibilities involving: finance and procurement, project management, business development and communications, HR, IT, Mission, risk management, quality monitoring and management and health and safety.

External Relationships	
Who does the job holder work or interact with outside St John of God Hauora Trust	The purpose and frequency of these interactions is to:
Funders (e.g. Ministry of Health, District Health Boards, Ministry of Education, etc)	Effective communication of all relevant information pertaining to contractual aspects of service delivery.
Clients, families and representatives	Liaison as required to ensure good flow of information, effective problem solving and excellent delivery of services.
Key stakeholders	Maori networks linking with whanau, hapu and iwi, Pacific networks, drug and alcohol services, mental health services, and youth provider networks such as high schools including guidance counsellors.
Contractors	Safe and effective delivery of services.
Professional bodies unions and government agencies	Ensure effective liaison between St John of God Hauora Trust, unions, professional bodies and government agencies.
Volunteers	Keep volunteers informed about opportunities and to provide feedback about progress on volunteer activities.

2 Key Result Areas

2.1 Deliver Services to a High Standard

2.1.1 Key Responsibilities Include

- Delivery of services as per contractual and St John of God Hauora Trust requirements as directed by the Health and Wellbeing Manager.
- Ensure that services and all activities of the service are delivered in a manner that meets the cultural needs of clients.
- Services delivered in a manner consistent with St John of God Hauora Trust Mission and values.

2.2 St John of God Hauora Trust Practice

2.2.1 Key Responsibilities Include

- Keep current and comply with St John of God Hauora Trust's systems, policies and procedures and relevant legislation, and constantly look for ways to improve processes and procedures.
- Make best endeavours to honour obligations to tangata whenua, mana whenua under Te Tiriti o Waitangi.
- Provide high quality, professional services and showing courtesy and respect in interactions.
- Demonstrate an honest respect for and appreciation of biculturalism and diversity by supporting fair treatment and equal opportunities for all.
- Contribute to the sustainability efforts of St John of God Hauora Trust through the responsible use of resources and equipment.
- Demonstrate commitment to professional development, taking advantage of learning opportunities.

2.3 Risk Management

2.3.1 Key Responsibilities Include

- Contribute to proactive risk management for St John of God Hauora Trust, consistent with risk management policies and practices across the organisation.
- Provide robust and well considered advice to management on relevant risk, assurance and business improvement matters.

2.4 Health and Safety

2.4.1 Key Responsibilities Include

- Comply with Occupational Health and Safety Legislation and Regulations.
- Observe and role model all St John of God Hauora Trust's safe work policies, procedures and instructions.
- Take responsibility for your own health and safety and ensure no action or inaction on your own part harms others in the workplace.

2.5 Mission

2.5.1 Key Responsibilities Include

- Understand, support and promote the Mission and Values of St John of God Health Care.
- Demonstrate attention to the needs of the client to privacy, dignity and the maintenance of confidentiality.
- Provide a positive and supportive environment for colleagues.

2.6 Projects or Other Duties

Carry out other duties which may reasonably be required from time to time in the course of St John of God Hauora Trust's business and which fit the role's purpose as stated, and for which the position holder is qualified or has received adequate training or instruction.

3 Key Tasks

The following are key tasks of the role but this is not exhaustive and other tasks can be added at the discretion of management. A key focus of the role is to provide provision of counselling and build appropriate referral and resource networks.

- Duty and triage support to clients, family and other agencies contacting Community, Youth and Child Services;
- Evidence based short-term targeted interventions with clients;
- Comprehensive assessment;
- Advocacy and support;
- Referral to appropriate services when required;
- Individual and group work interventions as required;
- A strengths based approach to encourage young people to be self-determining and address their own issues and grow in confidence;
- Clear evidence of best practice in all work with client, reflecting relevant professional principles and research findings;
- Acting as an advocate for clients as required with statutory agencies, professionals and relevant others;
- Providing written reports for clients to agencies including Court, Child Youth and Family, health services and relevant others;
- Attending and participating in staff and team meetings;
- Undertaking operational or developmental staff training as required;
- Attending supervision;
- Liaising effectively with statutory and community personnel as appropriate, attending relevant community forums and networks;
- Maintain administrative requirements, including legible, timely and accurate records, completion of incident reports where appropriate, notifications and client statistical data;
- Achieve delivery targets negotiated with management, performance agreement and business plan; and
- Maintaining membership and requirements of professional body.

4 Performance Criteria

St John of God Hauora Trust has a Performance Management System which is undertaken annually. During this process, the manager and staff member will discuss and agree what contribution the staff member is expected to make during the review period towards achieving St John of God Hauora Trust's objectives. Objectives (consistent with the Key Result Areas and Behaviours in this Position Description and St John of God Hauora Trust's Strategic Plan); performance measures (indicators of achievement) and the support (including development) required by the staff member to achieve these objectives will be agreed.



Counsellor Person Specification

Education

- Possess a tertiary qualification or a similar relevant professional qualification.

Candidates shortlisted for interview will be required to present original documentation and photocopies of qualifications at the initial interview. Human Resources will verify the qualifications, and arrange for validation by the awarding bodies.

Required Registrations/Certificates/Licences or Memberships

- To be a member of a relevant professional body.
- Current full drivers licence and vehicle.

Technical or Professional Knowledge, Skills and Experience

- Be able to demonstrate a sound understanding of human development.
- Demonstrate excellent evaluative, planning, organisational and team membership skills.
- Possess a high level of verbal and written communication skills.
- Demonstrate exceptional conflict resolution and crisis management ability as well as good casework and assessment abilities.
- Possess personal integrity, enthusiasm, a sense of compassion and caring, a sense of humour and an ability to cope with and manage a variety of client behaviours.
- A good understanding of child/human development.
- An ability to facilitate small groups.
- Working knowledge of relevant legislation (e.g. Children's Young Persons and their Family Act 1989, Employment Relations Act 2000, Health and Disability Services (Safety) Act 2001, Privacy Act 1993, Health Information Privacy Code 1994, Health Information Retention Act 1996, Health and Safety at Work Act 2015, Accident Compensation Act 2001, Health Practitioners Competency Assurance Act 2003, Human Rights Act 1993, Charitable Trust Act 1957, Building Act 2004).

Candidates who successfully reach the final stages of the selection process for this role will be required to undergo Criminal Conviction screening. A satisfactory report from the relevant agency will be a condition of employment.

Behaviours

Customer Focus

Developing and sustaining productive customer relationships and making their needs a primary focus of one's actions.

Contributing to Team Success

Actively participating as a member of a team to move the team toward the completion of goals.

Work Standards

Setting high standards of performance for self and others, and assuming responsibility for successful completion of tasks.

Continuous Learning

Actively identifying new areas for learning, seizing learning opportunities, and learning through the application of newly gained knowledge and skills.

Decision Making

Making logical and informed decisions using a methodical, thorough process to choose between alternative courses of action.

Gaining Commitment

Using appropriate interpersonal styles and techniques to gain acceptance of ideas or plans.

Communicating with Impact

Clearly conveying information and ideas through a variety of media in a manner that engages the audience and helps them understand and retain the message.

Managing Work (Includes Time Management)

Effectively managing one's time and resources to ensure that work is completed efficiently.

Responsiveness

Acts fairly and impartially in all dealings with others, respecting their rights and needs, demonstrating an understanding and respect for Maori, Pacific peoples' and ethnic minorities' values and beliefs. Incorporates cultural responsiveness and Equal Employment Opportunities principles into work practices and promotes Equal Employment Opportunities policy to peers and others.