**Job Title: Counsellor – He Korowai Aroha**

**Department: Operations**

**Responsible to: Team Manager**

**Purpose Statement:**

The purpose of the He Korowai Aroha Counsellor is to provide high quality, professional and effective counselling services for whānau in a safe and welcoming environment. The Counsellor will establish a supportive and effective working relationship with whānau to deliver whānau centred care that supports healthy whānau relationships and improved outcomes for whanau.

**Mission: *Mauri ora ki te Mana Māori***

Realising Whānau Potential

**Values: Whanaungatanga:** We are customer driven / whānau led and actively foster and form positive relationships, partnerships, alliances and connections

**Kotahitanga:** We are kaupapa driven and work with each other and others to enhance whānau potential

**Kaitiakitanga:** We exhibit custodianship and are stewards of our resources to advance the kaupapa

**Whakamana:** We are outcome focused and recognise, respect and uphold mana

**Relationships: Internal –** Family Start, Tamariki Ora, Lactation Consultant, MH&A, Whanau Ora, Te Whare Karamu, Te Ara Waiora,

**External –** Lead Maternity Carers (LMC’s), Well Child/Tamariki Ora, B4 School Check Providers, Community Oral Health Services, General Practices, Specialist Health Services, Oranga Tamariki, Ministry of Social Development, Awhina Whanau, Birthright, Family Works and other Health, Mental Health and Social Service Providers, Te Kohanga Reo and Early Childhood Education, Te Taiwhenua o Heretaunga, Te Taiwhenua o Tamatea, Kahungunu Health Services (Choices), Roopu A Iwi Trust, Te Kupenga Hauora Ahuriri, Kahungunu Executive, Marae, Hapu, Iwi.

**VCA Role:** Core Children’s Worker

**Structure:** Refer to Structure Chart

**Key GENERAL Accountabilities**

***Kaupapa Te Taiwhenua o Heretaunga***

* Contribute to the delivery of effective, integrated, whānau-led services as part of a team and individually
* Work with manager and colleagues in a respectful and professional manner at all times maintaining focus on the kaupapa and doing what it takes to advance the kaupapa.
* Develop knowledge of the wider support network that TToH offers whānau, and promote whānau access to that support
* Understand and promote all aspects of the TToH Kaupapa
* Integrate TToH nga Uaratanga (core values) into daily practices.
* Adhere to and apply TToH values in all aspects of TToH’s work
* Participate in TToH kaupapa activities, including karakia, waiata and marae noho
* Take opportunities for cultural development to advance understanding, competence and contribution to the kaupapa
* Participate in TToH systems including the Management Operating System (MOS) and Tu Kahikatoa performance system, to maintain focus and achievement of performance deliverables
* Adhere to organisational and professional quality standards and work within team to promote continuous improvement of policies, procedures and practices
* Participate in regular peer supervision and/or professional supervision
* Work in a reflective manner and take opportunities for self-development

***Whānau Ora Practice***

* Develop understanding of the communities that TToH works with
* Be responsive to whānau needs and apply a holistic approach to aligning those needs, priorities and aspirations with the care and support they are offered
* Apply Te Ao Māori world view, tikanga and TToH values, to establishing trust, building rapport, and working with whānau
* Set high expectations of success in outcomes for whānau. Empower, motivate, and build whānau capability and connectedness; support whānau toward achieving independence.
* Build and maintain knowledge and understanding of TToH values and internal/external channels of care and support available for whānau
* Work collaboratively with other TToH staff to enable the provision of flexible and integrated care and support for whānau
* Build long-term relationships between TToH and whānau through contract activities, values-based support and cultural connection

***Health and Safety***

* Work safely and keep others safe at work, maintaining familiarity with health and safety policy and procedures
* Promote and participate in health and safety, maintaining a safe workplace, and ensuring that any safety equipment is used correctly at all times
* Comply with established health and safety policies and current NZ legislation
* Ensure adequate safety standards are maintained on the job through consultation, training and supervision
* Report all incidents/accidents and near misses in a timely fashion

***Team***

* Be a resource to the team. Work collaboratively, taking responsibility to maintain positive relationships with peers and team members; contribute and share knowledge, skills, abilities to achieve organisation and whānau goals
* Initiate and nurture effective working relationships with team members, experts and networks
* Manage workload in accordance with all relevant standards and contract requirements, meeting assigned milestones and targets
* Carry out assigned duties as directed by manager, remaining flexible and able to carry out different tasks or work in different teams as required
* Prioritise attendance at Team meetings to ensure consistent messaging and understanding, and delivery of care and support to whānau or colleagues
* Provide support and training to others as part of in-service training in areas of expertise

***Professional Development***

* Complete all orientation and mandatory training requirements as directed
* Attend Supervision on a regular basis as per supervision contract
* Use supervision sessions appropriately to maximise value
* Participate in approved research and evaluation activities and projects as negotiated via the manager
* Participate in education and/or training courses to ensure up to date knowledge in the fields of mental health, drug and alcohol disorders and treatments, and cultural competencies, as appropriate to the role
* Take responsibility for own professional development and incorporate new knowledge into your practice

***Professional Conduct***

* Ensure all Standard Operating Procedures, Service Guidelines relevant to your work are upheld
* Establish and maintain effective networks and with peers in community services and other related agencies
* Carry out all services in a safe manner maintaining professional boundaries and working with clients in a way that preserves your wellbeing and an effective therapeutic relationship with the client
* Maintain awareness of self, monitoring own wellbeing and responses, and receiving feedback from peers, manager and supervisor in a reflective manner
* Declare and manage potential or actual conflicts of interest relating to client allocations
* Respect the rights of whānau and their families and whānau under the Code of Health and Disability Services Consumers’ Rights

***Quality and Development***

* Participate with the team in continuous quality improvement processes
* Participate in internal and external audit processes as required
* Contribute to all service/contracted objectives, targets and outcomes

**ROLE SPECIFIC Accountabilities**

***Counselling***

* Follow up and provide counselling care and support if required, for any new referrals into the He Korowai Aroha service. Contact is to be made within three days of the referral being received.
* Though the provision of counselling, encourage whanau to discuss challenges in their lives, talk about their feelings and explore solutions to find ways to cope.
* Participate in regular He Korowai Aroha team hui in order for the team to discuss new referrals, review case progress and provide case support, referral pathways and any identified issues or highlights in terms of service delivery.
* Provide culturally responsive and respectful care and treatment to whānau communicating and engaging effectively, and approaching situations in a manner that is meaningful and relevant to them.
* Document case notes and provide care in accordance with service protocols and clinical pathways.
* Collect and record data and other statistical information as per organisational and service requirements.
* Actively participate in the gathering of service user feedback to support continuous improvement of service.
* Be familiar with and work to the programme service specifications as outlined in the He Korowai Aroha Service Delivery Manual.
* Identify training needs to support quality practice and effective service delivery.

***Other Duties***

* Carry out additional duties from time to time as requested by management
* The key accountabilities of the role may change from time to time so that TToH is able to adapt to changes in the business environment
* You may also be assigned to different work areas and teams to provide service cover and/or broaden your experience and enable priority work to be covered

**Person Specifications**

***Essential Qualifications***

* Hold a Level 6 diploma or higher qualification in Counselling or near to achieving this **and;**
* Hold a clean, current and valid Full Driver’s License **and;**
* Children’s Worker Safety Check (including Police Vetting) with no history that would require exemption **and;**
* Be a member of a relevant professional body such as NZ Association of Counsellors (NZAC) - or be willing to work towards this

***Essential Skills, Knowledge and Experience***

* Knowledge and experience with the delivery of high quality, professional and effective counselling services
* Knowledge and experience with using a range of counselling theories and techniques
* Sound knowledge and experience with providing interventions that promote positive change and relationships
* Able to relate well with others and motivate them to build upon their strengths
* Willingness and a commitment to understanding the implications for Maori health that are implicit in the Treaty of Waitangi
* Ability to work both independently and as a member of a multi-disciplinary team
* Able to maintain professional boundaries and integrity
* Excellent organisational and time management skills, with an ability to cope effectively with changing priorities and environment
* Excellent communicator with an ability to work through conflict resolution
* Be conversant with the statutory requirements of the Children’s Act, Privacy Act, and the Health and Disability Service Standards
* Excellent skills with Microsoft Office packages
* A willingness to undertake professional development/training relevant to the position.

***Desirable Knowledge and Experience***

* Knowledge and understanding of the Te Hā O Te Mokopuna model of care
* Understanding of Tikanga and Te Reo Maori
* Established relationships with other relevant health, mental health and social services

***Personal Attributes***

* Patient and calm manner
* A good listener
* Empathetic and understanding
* Non-judgemental with the ability to maintain privacy and confidentiality
* Motivated and innovative
* Reflective and critical thinker
* Self-motivated with the ability to inspire and motivate others
* A problem solver with a high level of initiative
* Adaptable and flexible
* Strong work ethic
* Ability to prioritise and set realistic goals and timeframes.