



Position Description

Position: **COUNSELLOR**

Business Unit: Family Works

Responsible to: Regional Manager

PSC Mission

In response to the teachings of Christ we will provide social services that effectively meet the needs of those we help.

PSC Vision

To be the first choice provider of aged-care and social services in a caring and compassionate society.

PSC Values

While PSC operates as a stand alone social services provider, we share strong heritage with the Presbyterian Church and have a common value set.

- **RESPECT:** We have respect for all people
- **COMPASSION:** We have compassion for those in need.
- **SELFLESSNESS:** We put our clients' interests before our own.
- **HOLISTIC:** We are dedicated to meeting our clients' spiritual, physical and social needs.
- **PASSIONATE:** We have passion for our purpose.
- **PROFESSIONAL:** We are professional, honest and have integrity in our actions.
- **ACTIVE:** We are resourceful and responsive.
- **EXCELLENCE:** We strive to continuously improve.

What is PSC?

Presbyterian Support Central is a not-for-profit organisation providing social services in Taranaki, Wanganui, Horowhenua, Manawatu, Wairarapa and the greater Wellington region. It is one of seven autonomous Presbyterian Support regional organisations providing Christian-based social services across New Zealand.

Presbyterian Support Central has been providing responsive social services to older people, children and their families and individuals for over 100 years. We have a committed and professional team dedicated to working with our clients to make a difference together. We are also dedicated to continuously improving the levels of service we provide to our clients and the efficiency with which we do this.

Presbyterian Support Central operates under two service brands. **Enliven** (Positive Ageing Services), which provides support to residents in our rest homes and to people in their own homes, and **Family Works** which provides social services to families/whanau and communities.

Family Works provides a range of integrated services to families and communities including needs assessments, social work, counselling therapy and a range of life-skills and parenting courses.

Further information can be found on www.psc.org.nz

Purpose of the Role

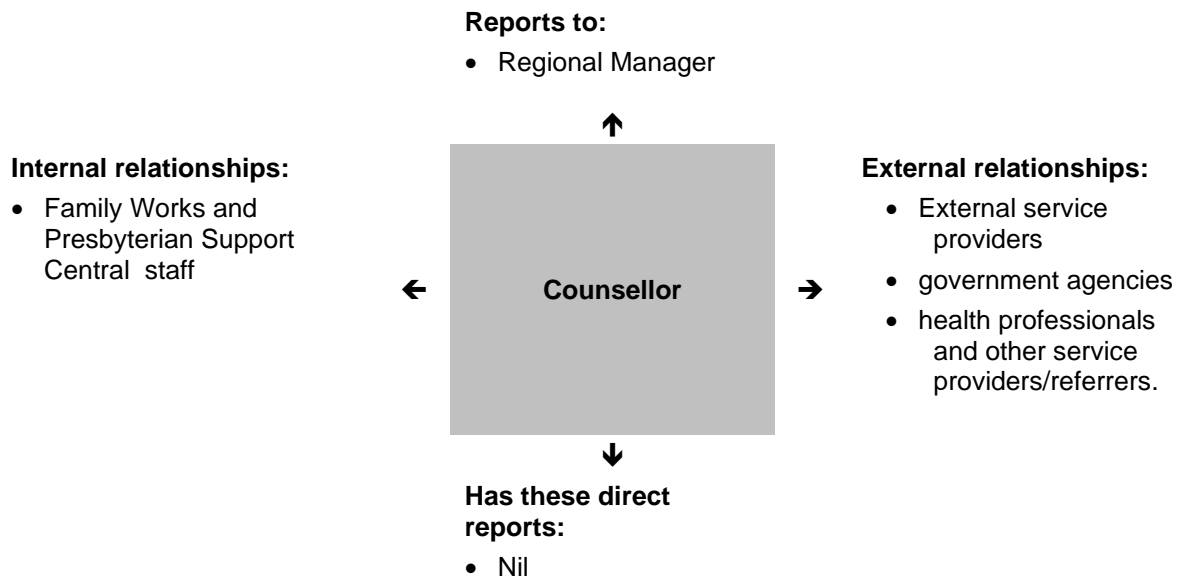
To provide counselling and related services to individual adults, couples, young people, families/whanau, groups and/or children in accordance with internal and external contract requirements and the needs of the communities in the region. This role may also involve facilitation of group work.

Key Accountabilities

Key Accountability	Deliverables / Outcomes	Key Performance Indicators / Measures
1. Counselling	<ul style="list-style-type: none"> Provides counselling and related services to clients 	<ul style="list-style-type: none"> An assessment of all referrals is completed and a written client/worker contract is negotiated. All external contract requirements are met or exceeded. CYF contracts and audit requirements are complied with. Clients report that they have been assisted towards achieving the goals in the client contract. Ensure compliance with Presbyterian Support Central's ethics, code of practice, policies and procedures. Relevant administrative records and case notes are kept and are available. Meet pre-agreed service delivery hours and ensure collection of agreed fees for service. Focus time and resources for the maximum impact on the greatest number of clients. Adopt a proactive rather than reactive stance to the specific social needs of the local community. Ensure accurate client and service delivery statistics are recorded and analysed. Ensure delivery of counselling, and/or group work meets clients' needs in an ethical, and effective manner. Support the development and implementation of current and new services and programmes Participate in quality assurance audits relevant to own areas of work

Key Accountability	Deliverables / Outcomes	Key Performance Indicators / Measures
2. Relationship management	<ul style="list-style-type: none"> • Liaises with the key stakeholders 	<ul style="list-style-type: none"> • Relationships with key stakeholders that include government, local authorities, schools, Parishes, Presbyteries and community leaders are developed and maintained. • Family Work's programmes and services are promoted to local service providers and referrers.
3. Professional Development	<ul style="list-style-type: none"> • Ensures professional development is up to date 	<ul style="list-style-type: none"> • Identify own ongoing professional development needs in conjunction with the Regional Manager, and ensure maintenance of own professional standards. • Actively participates in peer supervision. • Works under supervision of an approved external supervisor
4. Group Facilitation	<ul style="list-style-type: none"> • Facilitates groupwork life skills/parent education courses, support groups and/or other agreed group programmes 	<ul style="list-style-type: none"> • Group programmes are run according to plans, timetables and/or schedules • Training resources are prepared for participants by following Master Programme Outline • Appropriate method and medium of delivery is used in all situations. • All programme documentation is completed. • Course evaluation is carried out. • Trainer/facilitator reports are written. • Current programmes are regularly reviewed and updated as necessary.
5. Other Duties		<ul style="list-style-type: none"> • Undertake other duties required by the Regional Manager to meet business needs.
6. Health and Safety	<ul style="list-style-type: none"> • Complies with responsibilities under the Health and Safety at Work Act 2015 	<ul style="list-style-type: none"> • Has read and understood PSC H&S manual. • Actively supports and complies with H&S policy and procedures. • Ensures the safety of any employees and volunteers working under their direction. • Evidence of active participation in hazard management and identification process. • Proactively reports and remedies of any unsafe work condition, accident or injury.

Key Relationships & Authorities



Authorities and Delegations:
Nil

Capability Profile

Competencies

Competent performance in the role requires demonstration of the following competencies. These competencies provide a framework for selection and development.

Core Competency	Key Behaviours
Organisational commitment	<ul style="list-style-type: none"> • Demonstrates organisational loyalty and works in partnership to assist staff and management of the organisation to deliver services. • Represents and defends the organisation's strategies and practices and behaves in a way that is consistent with its mission, values and ethical standards. • Is able to prioritise and work flexibly to support colleagues and to meet deadlines.
Co-operation and teamwork	<ul style="list-style-type: none"> • Participates positively in team meetings and decision-making; looks to advance both organisational goals and team goals. • Is constructive in their feedback to team members; encourages others to do the same. • Supports and helps other team members to perform their tasks. • Suggests ways to improve the way the team operates/works together • Works with other team members in a constructive and positive way.
Communication	<ul style="list-style-type: none"> • Is confident with people at all levels and backgrounds, including management. • Consults with others – actively seeks input from clients,

Reviewed: June 2016
Next review: June 2019

Approved by: GM Family Works

Initials:.....

	<p>colleagues and team members.</p> <ul style="list-style-type: none"> • Uses a range of techniques to effectively and clearly present complex information in a clear and concise manner. • Expresses themselves clearly and confidently in conversations – the thoughts, information and ideas stated are easily understood by others. • Demonstrates absolute discretion when dealing with issues of a sensitive or confidential nature.
Client Management	<ul style="list-style-type: none"> • Aware of what clients are saying - listens to and understands their needs. • Ensures that client expectations are managed and delivery capability clearly communicated. • Attends promptly any client concerns and resolves these where at all possible. • Constantly looks for innovative ways to achieve greater levels of efficiency and effectiveness. • Considers and communicates the risks and uses commercial judgment (i.e. balances costs, risks and potential returns) in evaluating proposed actions. • Undertakes practice in a manner that upholds the highest standards of ethical and clinical practice.
Quality Focus	<ul style="list-style-type: none"> • Keeps up-to-date with best practice in counselling/social work and ensures that services are delivered as intended • Ensures all appropriate statutory requirements are adhered to. • Role models innovation and continuous improvement and their delivery; actively fosters and encourages an environment oriented to this objective (e.g. get things done better, faster, more cost-effectively).
Result Focus	<ul style="list-style-type: none"> • Displays a “can do” attitude. • Has the ability to advocate for themselves, clients, colleagues and the community. • Resolves conflict promptly and deals decisively with difficult issues.. Records actions where appropriate. • Shows flexibility – able to work comfortably on more than one request, task or project, and is prepared to do a bit extra to attend to unexpected problems or to meet urgent pieces of work. • Knows own limitations and is willing to work in partnership/broker in external/internal assistance to ensure timeliness and quality. • Takes personal responsibility for making things happen. • Sets and pursues challenging goals .
Relationship management	<ul style="list-style-type: none"> • Demonstrates thoughtfulness, courtesy, openness and respect for the external providers, programme deliverers and employees. Encourages a culture of trust, respect, empathy and dignity. • Establishes and sustains positive working relationships with people at all levels. This includes the development of networks, promoting the organisation’s brand and purpose and seeking new ideas. • Fosters an open, collective, mutually beneficial and co-operative culture. • Develops strong and close relationships with community and

	external service providers.
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Other aspects of capability not covered by the above competencies

Essential Professional Qualifications / Accreditations / Registrations:

- Relevant Tertiary Qualification or proven extensive experience
- Membership of a recognised professional body, e.g. NZAC, NZCCA, NZAP.
- Be an approved ACC and/or Family Court counsellor and/or has external contracts e.g. PHO/EAP or is capable of achieving these approvals within an agreed upon timeframe.
- A current driver's licence
- Post-graduate qualification in counselling ideal

Knowledge and Experience:

- Local knowledge of services and resources available to the community.
- Experience in individual and family counselling.
- Experience in assessing referrals, which would include knowledge of:
- The ability to recognise when children and young people are at risk and to provide the appropriate level of intervention.
- A good knowledge of local resources.
- Knowledge of family structure and family dynamics, including the dynamics of family violence.
- Knowledge of human development with a particular knowledge of child and adolescent development.
- Experience in networking and establishing working relationships with other organisations.
- When position holder is facilitating groups:
 - Proven successful experience in group facilitation
 - Proven successful experience in evaluating training and education programmes
 - Understanding of the distinction between education and training and the different learning styles of children and adults
 - Proven successful experience in preparing teaching materials and resources
 - Excellent written and oral communication skills.
 - Experience in group work ideal

Treaty of Waitangi

Presbyterian Support Central is committed to working in a multi-cultural way and affirms the place of Maori as Tangata Whenua and seeks to actively promote the spirit of equality and partnership inherent in the Treaty of Waitangi.

The position description will be reviewed regularly in order for it to continue to reflect the changing needs of the organisation. Any changes will be discussed with the position holder before being made. Annual objectives and performance measures will be set each year during the annual performance planning and development meeting.

I have read this job description and accept it.

Signed: Date:

Employee's Name:

Signed: Date:

Name:

Position:

(On behalf of Presbyterian Support Central)