



COUNSELLOR/CASE COORDINATOR

DUTY STATEMENT

Job Title:	Counsellor/Case Coordinator
APS Level:	APS 6
Division:	Chief Health Officer
Branch	Open Arms – Veterans & Families Counselling
Location:	Various
Immediate Supervisor:	Assistant Director, Clinical Operations

DUTIES

In accordance with the principles of workplace diversity, Work Health and Safety, participative work practices, APS values and APS Employment Principles the Counsellor/Case Coordinator will:

- Provision of high quality clinical services including assessment and referral, evidence based individual, couple and family counselling, and case management to eligible Open Arms clients in order to achieve outcomes identified in care planning processes.
- Contribution to the development and delivery of Open Arms group programs as required.
- Maintaining clinical records according to Open Arms standards, collating and analysing data from client records, and preparing reports as required to assist in evaluating and improving service delivery.
- Facilitating the delivery of Open Arms counselling and other programs to veterans, ADF personnel and their families in rural and outer metropolitan areas by;
 - applying quality assurance principles and procedures to ensure the clinical practice, reporting and invoicing activities of outreach counsellors meet contractual requirements
 - ensuring Open Arms contracted counsellors and other providers are accessing relevant services, resources and supports for Open Arms clients.
- Liaising and forming partnerships with DVA, the ADF, other government departments, ex-service organisations, community health and welfare agencies, and all other organisations involved in meeting the identified needs of veteran and defence force communities and families.
- Participation in and contribution to ongoing learning and development activities and maintenance of professional status.

- Participation in community development and service promotion activities as required.
- Participation in Open Arms program evaluation and research activities, contributing to project management activities that implement strategic directions and quality improvement recommendations, and provide feedback for ongoing development of clinical policies and procedures.
- Applying the principles of cooperative and safe working practices consistent with APS Values and the Department's mission, vision, approach and values.

MANDATORY SKILLS AND EXPERIENCE

- Qualifications must be that of an accredited health profession or social worker.
- Qualified health professionals must have current registration with the Australian Health Practitioners Registration Agency (AHPRA).
- Social workers must be registered with the Australian Association of Social Workers (AASW).
- Preference is for mental health professionals including Clinical Psychologists, Psychologists, Mental Health Social Workers or Mental Health Occupational Therapists.
- Working with Children (WWC) and/or Vulnerable People Checks/Clearance must be obtained prior to commencement.

HOW TO APPLY

Open Arms labour hire vacancies are advertised on job advertising websites and through recruitment agencies.

We recruit through several agencies within the location of the advertised role, so you may see our jobs listed on a number of different websites. This allows you to choose the agency you want to register with.

To apply for this role, please choose a recruitment agency advertising this position, and follow their application process.