

# Position Description

<b>Title:</b>	Youth Counselling and Support Services Counsellor
<b>Classification:</b>	Band 6
<b>Department:</b>	Child, Youth and Family
<b>Division:</b>	Community Life
<b>Reports To:</b>	Team Leader Youth Counselling & Support Service

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## 1. Position Purpose

- » Provide direct service through the Youth Counselling and Support Service for Casey's young people and their families.

## 2. Key Responsibility Areas

- » Provide therapeutic counselling, parent/carer support and referral pathways for young people and their families including advocacy.
- » Collaborate with the YCaSS team to provide responsive service to young people and parents/carers.
- » Monitor and respond to intake calls to complete referrals for YCaSS.
- » Contribute in case review and allocation meetings to ensure best practice in meeting the needs of clients and developing program processes.
- » Develop and maintain strong relationships with other key stakeholders and professionals working collaboratively in the mental health care of individual young people.
- » Provide skill development opportunities for community groups, service providers and schools to foster holistic support to young people and their families.
- » Provide secondary consultation to other Child, Youth and Family Engagement team members delivering programs and services as well as the broader organisation.
- » Identify opportunities to develop and trial new personal development or therapeutic programs for young people in consultation with key staff and providers.
- » The position is responsible for direct service delivery through individual support work with young people and their families and participation in the development of child, youth and family programs and services throughout the municipality.

- » Identify and support additional funding initiatives to expand opportunities for young people and their families in conjunction with Team Leader Youth Counselling and Support Service.
- » Monitor performance against objectives and manage service risks and issues.
- » Consistently deliver services on time, on budget and to the agreed standard.
- » Work collaboratively with the Child Youth and Family Engagement team to deliver programs and events and assist in Youth Information Centres as required.
- » Requirement to work outside standard hours as needed.
- » Through leadership and example promote Casey's values of Dream Big, Empower Each Other and Make our Community Proud.
- » Casey City Council has zero tolerance of child abuse and is committed to creating and maintaining a child safe and child friendly City where all children are valued and protected from abuse. It is expected that the successful incumbent of this position will adhere with the above statement whilst completing their duties.

### 3. Occupational Health & Safety Responsibilities

- » Take reasonable care for the health and safety of yourself and others in the workplace.
- » Ensure hazards, incidents, near misses and injuries are reported immediately.
- » Support activities taken by the organisation to comply with OH&S legislation.
- » Ensure only authorised, adequately trained staff undertake assigned tasks.
- » Develop new work procedures, as required, in consultation with relevant persons.
- » Provide appropriate facilities for safe storage, handling and transport of work-related materials and equipment.
- » Actively participate in the planning and execution of Return to Work plans for employees.

### 4. Risk Management

- » Employees must comply with risk management policy and procedures.

### 5. Accountability and Extent of Authority

- » Positions in this Band may manage resources and/or provide advice to or regulate clients and/or provide input into the development of policy.
- » In positions where the prime responsibility is for resource management, the freedom to act is governed by clear objectives and/or budgets, with a regular reporting mechanism to ensure adherence to goals and objectives. The effect of decisions and actions taken at this level is usually limited to the quality or cost of the programs and projects being managed.
- » In positions where the prime responsibility is to provide specialist advice to clients or to regulate clients, the freedom to act is subject to regulations and policies and regular supervision. The effect on individual clients of decisions and actions may be significant but is usually subject to appeal or review by more senior employees.
- » Few positions in this Band are primarily involved in policy development. Where they are, the work is usually of an investigative and analytical nature, with the freedom to act prescribed by a more senior position. The quality of the output of these positions can have a significant effect on the process of policy development.
- » Many positions have formal input into policy development within their area of expertise

and/or management.

- » The incumbent is required to work autonomously following clear objectives in accordance with the Youth Counselling and Support Service Practice Guidelines achieved through regular supervision with the Team Leader Youth Counselling & Support Service and a regular reporting mechanism to ensure adherence to plans.

## 6. Judgement and Decision Making

- » The nature of the work is usually specialised with methods, procedures and processes developed from theory or precedent.
- » The work may involve improving and/or developing methods and techniques generally based on previous experience.
- » Problem solving may involve the application of these techniques to new situations.
- » Guidance and advice are usually available.
- » The incumbent has authority for assessments, counselling, support, intervention and conflict resolution on a one to one basis, making referrals where necessary.
- » The nature of this work is specialised with judgements and decisions in accordance with Youth Counselling and Support Service Practice Guidelines.

## 7. Management Skills

- » Skills in managing time, setting priorities and planning and organising one's own work and where appropriate that of other employees so as to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable.
- » **Where management of employees is part of the job**, understanding of and ability to implement personnel practices including those related to equal employment opportunity, occupational health and safety and employee development.
- » Use understanding of individuals to get the best outcomes for the person and organisation.
- » Adapt behaviour to new situations, be resilient and maintain stable performance when under pressure or opposition.
- » Improve processes and systems using digital tools to influence positive outcomes.

## 8. Interpersonal Skills

- » Ability to gain co-operation and assistance from clients, members of the public and other employees in the administration of defined activities and in the supervision of employees.
- » Ability to liaise with their counterparts in other organisations to discuss specialist matters and with other employees in other functions in their own organisation to resolve intra-organisational problems.
- » Communicate effectively with stakeholders when implementing new ideas.

## 9. Specialist Skills and Knowledge

- » Typically these positions require proficiency in the application of a theoretical or scientific discipline, including the underlying principles as distinct from the practices.
- » All positions require an understanding of the long term goals of the functional unit in

which the position is placed and of the relevant policies of both the unit and the wider organisation.

- » Some positions, particularly those where the primary function is to manage resources, require a familiarity with relevant budgeting techniques.
- » Skills in assessment, counselling, individual support and group work.
- » Ability to network and liaise with a range of people and organisations.
- » Ability to solve problems, think laterally, research and apply information.
- » Understanding of contemporary youth and family issues, including knowledge of the youth services sector, relevant policy and best practice.
- » Understanding of child and youth development principles, and the developmental stages of young people.
- » Ability to adhere to relevant legislation and regulations, including case noting and record keeping.
- » Ability to deliver quality services from multiple sites
- » Manage time and resources with a high degree of efficiency and autonomy

## 10. Inherent Physical Requirements

- » Use a computer
- » Communicate clearly
- » Drive a vehicle

## 11. Qualifications and Experience

- » Graduate qualification in psychology, counselling, mental health social work or related discipline
- » Significant experience delivering therapeutic interventions in a mental health setting
- » Knowledge of mental health field, including the stepped care model of support
- » Experience working with young people and parents/carers desirable
- » Ability to use the available digital tools to a high level
- » National Criminal History Check
- » Working with Children Check
- » Current Australian Driver's Licence

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### Contact City of Casey

03 9705 5200

**NRS:** 133 677 (for the deaf, hearing or speech impaired)

**TIS:** 131 450 (Translating and Interpreting Service)

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### Customer Service Centres

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Bunjil Place,  
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