

Lifeline Harbour to Hawkesbury Sydney

Position Description

Job title: Clinical Services Coordinator, Counselling

Location: 4 Park Ave, Gordon, NSW 2072 Gordon

Reports to: Clinical Services Manager

Position Summary

The Clinical Services Coordinator (CSC) is responsible for coordinating client intake, supervising and maintaining Lifeline H2H personal and bulk billing counselling services and the student program. The Clinical Services Coordinator is responsible for coordinating the Community Critical Incident Service response.

- Employment Type: Part Time (1 day/6.5 hours per week)
- Salary: \$49.28 per hour (plus superannuation)
- Closing Date: 13th March, 2025
- **Newly qualified counsellors (PACFA registration essential) encouraged to apply**

The key objectives of the role are:

- To undertake all intake for clinical services, including assessment of suitability for the service, risk of self-harm and referrals as needed
- To allocate new clients to counsellors in personal counselling and bulk billing services
- To provide administration support for the Lifeline H2H counselling services and the psychological/student programs
- To assist with the selection of appropriately qualified and experienced counsellors/students for specific volunteer and/or paid roles within the personal counselling service
- To provide orientation, familiarisation and mentoring for all personal counselling team members
- To coordinate supervision for personal counsellors, bulk billed psychologists and students.
- To be responsible for coordinating the Community Critical Incident Service response, and to attend Critical Incident Notification meetings when on shift.
- To assist with publicising and promoting the clinical services within the community

Key Accountabilities	Tasks
Service Intake Co-ordination	<ul style="list-style-type: none"> • Respond to enquiries in a timely manner • Assess the suitability of the client to access Lifeline H2HS's clinical services and any immediate risk of self-harm • Refer clients to other services as required • Allocate new clients to the most appropriate service/counsellor • Discuss any concerns about new clients with Clinical Services Manager prior to allocating the client to the service
Clinical services administration	<ul style="list-style-type: none"> • Maintain records of services and ensure secure storage of client personal information and files • Assists with coordination of a team meeting for Personal Counsellors twice a year • Ensure that all Clinical Services documentation such as new client files, forms and assessment tools is always available for Personal Counsellors • Maintain and produce statistical data on clinical services as required by the Clinical Services Manager and the Board • Assist the Clinical Coordinator: Governance with auditing within the service.
Selection & Training	<ul style="list-style-type: none"> • Monitor counsellor numbers and identify any need for new personal counsellors • In conjunction with Clinical Services Manager assist with the selection of appropriately qualified and experienced personal counsellors and students for specific volunteer and/or paid roles within the personal and bulk billing service. • Assist with the induction and orientation process of new personal counsellors and students • Allocate appropriate client work to students • Assist with training processes and accreditation of counsellors and interns
Development & Support	<ul style="list-style-type: none"> • Organise and coordinate ongoing supervision of all counsellors/students and their caseloads • Provide supportive debriefing for personal counsellors/students on an as-needs basis • Conduct annual counsellor check in meetings and share outcomes with Clinical Services Manager • Provide on-going administrative support for counsellors
Standards	<ul style="list-style-type: none"> • Maintain and promote a high standard of ethics and professionalism within the personal and bulk billing services • Ensure that counsellors adhere to the policies and procedures for personal and bulk billing services • Refer any issues with counsellors to Clinical Services Manager
Community Suicide Response (CSR)	<ul style="list-style-type: none"> • When on shift- coordinate Critical Incident Response notifying Clinical Services Manager and CEO. • Email counselling team with details of incident and obtain availability of counsellors available for a small group intervention. • Liase with primary contact to determine date of small group psychological support and follow up required

	<ul style="list-style-type: none"> • Attend Suicide Prevention Critical Incident Notification Meeting if on shift. • Enter details in salesforce
Marketing and promotion	<ul style="list-style-type: none"> • Assist with the development of new ideas for organising, growing and promoting the clinical services • Assist with publicising and promoting the clinical services within the community • Attend meetings, forums or talks to represent and promote Lifeline H2HS clinical services as needed
Lifeline policies	<ul style="list-style-type: none"> • Follow and observe all Lifeline H2HS policies and procedures during interactions with clients • Maintain strict confidentiality of details and notes about clients at all times • Observe all aspects of the code for counsellor-client interaction

Core Competencies
<p>Makes quality decisions Gathers and considers information; makes sound and timely judgments; chooses appropriate actions</p> <p>Builds positive relationships Establishes good interpersonal relationships by working collaboratively and helping people feel valued; listens and demonstrates sensitivity in responses to problems and issues</p> <p>Plans and organises work Plans courses of action for self and others to ensure that work is completed efficiently; takes a proactive and can-do approach to problems; prioritises tasks</p> <p>Contributes to team success Takes an active role involving others on the team to ensure quality delivery of services; provides effective support, counselling and supervision to team members</p> <p>Demonstrates adaptability Adjusts to new issues and requirements in the work environment, maintaining a positive and constructive approach; shows creativity in solutions to problems</p> <p>Communicates effectively Conveys information and ideas clearly in both verbal and written forms, in a way that engages others and ensures understanding</p>

Technical competencies

Essential

- Skills in assessing and evaluating a wide range of client presentations
- Knowledge of mental health issues and presentations
- Coordination and supervision skills
- Debriefing and counselling skills
- Report writing skills

- Interview selection skills
- Ability to research and resource information for counsellors as required
- Ability to oversee maintenance, storage, etc. of clients' files
- IT skills

Qualifications & experience

****Newly qualified counsellors encouraged to apply**

Essential

- Member of appropriate professional body e.g. PACFA or AHPRA
- Post graduate degree or diploma in Psychology, Counselling, Social Work or related Behavioural/Social Science field
- Experience as a personal counsellor (minimum two years)
- Experience in intake procedures

Desirable

- Previous experience as Supervisor/Coordinator in counselling organisations
- Experience in a community mental health organisation
- Experience with working with volunteers

Manager name: _____ Signature: _____

Staff member: _____ Signature: _____

Date: _____