

Eastern Health

POSITION DESCRIPTION

Position Title:	Telephone and Online Counsellor, Turning Point
Award Classification:	Community Development Worker (2A) Year 5 (base rate)
Award / Agreement Name:	Allied Health Professionals (Victorian Public Health Sector) Single Interest Enterprise Agreement 2021-2026
Position Reports to:	Manager, Telephone and Online Services

EASTERN HEALTH – HEALTHIER TOGETHER

Eastern Health is one of Melbourne's largest metropolitan public health services. We provide a comprehensive range of high quality acute, sub-acute, palliative care, mental health, drug and alcohol, residential care, community health and statewide services to people and communities that are diverse in culture, age and socio- economic status, population and healthcare needs



1. POSITION PURPOSE

Turning Point is a specialist treatment, research and education service based in Victoria. Our vision is to improve the wellbeing of individuals, families and communities adversely affected by alcohol, drugs and gambling.

Turning Point's Telephone and Online Services (TOLS) operates an integrated network of 24/7 drug, alcohol and problem gambling counselling, information, consultancy and referral services across six States/Territories in Australia.

The Telephone and Online Counsellor is responsible for the provision of high quality counselling services to individuals and families affected by alcohol, drugs or problem gambling through the TOLS 24/7 telephone and online services.

2. MAJOR DUTIES AND/OR RESPONSIBILITIES

Operational and Service Development

The Telephone and Online Counsellor is accountable to the telephone and online services Coordinators for the efficient and effective management of clients contacting the Turning Point helpline and online services.

The Telephone and Online Counsellor is responsible for the provision of high quality counselling services to individuals and families affected by alcohol, drugs or problem gambling through the TOLS 24/7 telephone and online services. The Telephone and Online Counsellor will engage callers in a positive help seeking experience, and take time to listen to each client's unique experience within a harm minimisation framework. Using the TOLS Model of Care, the Telephone and Online Counsellor provides brief counselling interventions, information and referral to enable callers to access appropriate specialist services and support groups. The Telephone and Online Counsellor will provide direct responses to online services via counselling chat and also provide high quality forum moderation.

The position of Telephone and Online Counsellor is classified at Community Development Worker (2A/Year 5) base rate by virtue of the requirement to:

- Provide client centred counselling services within the Telephone and Online Services Model of Care
- Meet the workload requirements in terms of calls, web chats, moderation and administrative duties as negotiated with Service Coordinators, Shift Supervisors and Community Manager
- Be able to work effectively in a 24/7 rostered environment
- Be able to respond effectively to a diverse range of caller and contact presentations
- Practice within one's own abilities and qualifications
- Effectively work within a multi-discipline team
- Apply appropriate risk assessment, crisis intervention skills and relapse prevention strategies

- Provide efficient and effective counselling services including brief interventions such as solution focused therapy and motivational interviewing across selected modalities (telephone, live online chat, text, email, SMS) to people experiencing problems associated with addictions such as gambling, alcohol and other drugs
- Develop appropriate care pathways including appropriate information and referrals
- Possess good written and verbal skills
- Maintain accurate record keeping and notes related to client contacts
- Maintain a working level of skill in database programs, contact centre response programs, online community platforms and other similar computer packages relevant to the position
- Capacity to work independently and with minimum supervision when required
- Provide support, information, education and consultation to family members, carers and other service providers and professionals
- Effectively provide all stakeholder support within a virtual environment.

Human Resource Management

- Support current colleagues and new staff in specific content areas and use of systems as appropriate and under guidance of the Shift Supervisor and Service Coordinators
- Maintain harmonious, effective interpersonal relationships with all Turning Point personnel, wider staff groups in Eastern Health, community and professional groups and with the external community.

Quality Care

- Participate in all mandatory training
- Maintain a commitment to continuous quality improvement through active involvement in clinical supervision and ongoing evaluation of practice
- Engage in professional development to ensure current knowledge in field of addictions and including gambling, alcohol and drugs
- Maintaining case records in accordance with agency policy.

Research

- Actively participate in research projects and best practice initiatives across alcohol, drug and gambling services.

3. SAFE PRACTICE AND ENVIRONMENT

Occupational Health and Safety

Eastern Health is committed to provide and maintain a working environment for all staff that is safe and without risk to health. All staff are to take care of their own health and safety and the health and safety of any other person who may be affected by your acts or omissions at the workplace. Understand responsibilities and accountabilities to yourself and others in accordance with

OH&S legislation and Eastern Health policies and promote a working environment that is congruent with these guidelines. This includes staff reporting of all clinical and OHS incidents and near misses, in particular those related to Occupational Violence, Manual Handling and Slips, trips and falls.

Staff are required to comply with all state legislative requirements in respect to the Occupational Health and Safety Act 2004 and the Workplace Injury Rehabilitation and Compensations (WIRC) Act 2013.

4. TRAINING AND DEVELOPMENT

Relevant, practical and timely education should direct, facilitate, enhance and support the professional growth and practice of employees in a health environment characterised by change. All programs should endeavour to promote evidence-based practice, a problem solving approach and to be competency based.

You are expected to participate in the personal development process on an annual basis.

5. QUALITY

As a staff member of Eastern Health staff are required to comply with Eastern Health performance standards and participate in continuous monitoring and improvement as part of your role. You are also required to comply with legislation, professional standards and accreditation standards.

As a staff member employed by Eastern Health services you must have and maintain the appropriate skills and knowledge required to fulfil your role and responsibilities within the organisation. In addition, you must ensure that you practice within the specifications of this position description, and where applicable within the agreed scope of practice.

You are responsible for ensuring safe high quality care in your work. This will include complying with best practice standards, identifying and reporting any variance to expected standards and minimising the risk of adverse outcomes and patient harm. In addition, you will ensure that service and care is consistent with the EH approach to patient and family centred care.

6. CONFIDENTIALITY

Any information obtained in the course of employment is confidential and should not be used for any purpose other than the performance of the duties for which the person was employed. Staff are bound by the Information Privacy Act 2000 and the Health Records Act 2001.

7. EQUAL EMPLOYMENT OPPORTUNITY

You agree to adhere to the Equal Employment Opportunity policies and practices of the Health Service. Discriminatory practices, including sexual harassment, are unlawful. The Health Service will not

tolerate discriminatory behaviour and any such conduct may lead to the invoking of the Disciplinary Policy and Procedure, which may result in termination of employment.

8. PERFORMANCE DEVELOPMENT

A Performance Review, that includes agreed targets, will occur three (3) months from commencement and then annually on the basis of the duties and responsibilities outlined in this position description. This is an opportunity to review personal and the allocated work unit's service performance, facilitated by the setting of objectives/goals and ongoing evaluation of performance and achievement. Objectives will be developed annually, documented, discussed and agreed with the immediate line manager, who will act as the assessor. The incumbent is expected to demonstrate and show evidence annually of on-going self and allocated work unit's service development.

9. EASTERN HEALTH'S PROMISE

Our promise to our communities, patients, consumers and staff is that we will be **HEALTHIER TOGETHER**. Bolder than a vision for the future, our promise calls us to action. We know that working together is the only way we can achieve what is necessary for a healthier future.

Our values are ones in action and are the behaviours that matter most.

- Respect for all
- Safe always
- Partnering in care
- Learning and improving everyday

Learning from the challenges of the past and looking to the future, we understand that we are building towards a more engaged, more reliable, always safe health service in partnership with our people to improve every day.

10. ATTACHMENTS

- Attachment 1 Key Selection Criteria
- Attachment 2 Key Result Areas/Key Performance Indicators
- Attachment 3 EH/Department/Specialty Information & Additional Position Requirements

11. NOTE

Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all-inclusive.

Prior to accepting any offer of employment, prospective employees will be required to read and commit to the Eastern Health Code of Conduct, including (but not limited to) issues of Occupational Health and Safety, Equal Opportunity and Confidentiality.

Vaccination against infectious disease is a mandatory requirement of this role. An offer of employment is conditional on you providing evidence that you are currently vaccinated against COVID-19, prior to commencing employment.

Signed: _____

Date: ____/____/____

Manager

INCUMBENT STATEMENT

I _____ (Incumbent Name) have read, understood and accepted the above Position Description and associated Attachments.

Signed: _____

Date: ____/____/____

Aboriginal & Torres Strait Islander Candidates

Eastern Health's Aboriginal Workforce Plan 2023 – 2026 has recently been released. With a strong focus on cultural safety and belonging, actions included in the Workforce Plan provide practical supports for all Aboriginal and/or Torres Strait Islander staff.

An Aboriginal Employment Coordinator is available to ensure each person has culturally safe and positive employee experiences which foster belonging and access to diverse experiences and career pathways.

Should you require further information regarding this position or support to complete an application, please contact the Recruitment Manager for this position or Eastern Health's Aboriginal Employment Coordinator at Aboriginal.Workforce@easternhealth.org.au

ATTACHMENT 1

KEY SELECTION CRITERIA

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Essential

- Experience in AOD, gambling or other addiction content related field for a minimum of two years
- Eligibility for membership with one of the following:
 - Provisional registration with the Psychology Board of Australia, or
 - Full, Graduate or Accredited Mental Health Social Worker (AMHSW) membership with the Australian Association of Social Workers (AASW), or
 - Membership with Psychotherapy and Counselling Federation of Australia (PACFA) in the family / relationship therapy of general counselling / psychotherapy sections
- Demonstrated skills and experience in counselling
- Highly developed communication and interpersonal skills
- Capacity to work with people from diverse cultural and linguistic backgrounds and disadvantaged populations
- Knowledge of community resources, treatment services and referral networks
- Computer literacy with competence in the use of electronic records databases, Microsoft suite of programs, and telephone and online community platforms/environments
- Capacity to work competently within a multidisciplinary team under supervision
- Ability to maintain professional standards and organisational practices
- Commitment to clinical supervision, professional development and ongoing self-improvement.
- Accurate and timely record keeping and reporting on progress.

Desirable

- Experience working in telephone and online counselling environment.

ATTACHMENT 2

KEY RESULT AREAS /KEY PERFORMANCE INDICATORS

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Operational and Service Development

- Appropriate high quality counselling, information and advice provided based on assessment of clients' needs
- Undertake risk assessment and crisis intervention/ risk management protocols
- Calls are assessed as meeting domains of practice standards
- Appropriate care pathways developed based on clients' needs and referrals to appropriate services provided in accordance with referral protocols
- Program procedures and agreed protocols are understood and met, including meeting agreed established call metrics
- Appropriate relapse prevention strategies and motivational interviewing techniques are applied to meet clients' needs
- Evidence of application of relevant addiction study theories
- Minimum shift requirements are met
- Electronic records are appropriate, accurate and maintained in a timely manner, with all relevant information included
- Administrative tasks related to service delivery is completed in an accurate and timely manner to required standard, including provision of information materials
- Projects undertaken in a timely and accurate manner and to required standards
- Evidence of positive contribution to policy development and review activities.

Human Resource Management

- Positive and effective working relationships with all staff developed and maintained.

Quality Care

- Identify and promote opportunities to improve processes and systems in accordance with quality system methods
- Support initiatives that aim to improve ways of working
- Operations meet Eastern Health's Quality Framework.

Other

- Active promotion of Eastern Health's strategic goals and directions both internally and externally
- Adherence with the Eastern Health values
- Adherence with all Eastern Health policies.

ATTACHMENT 3

EASTERN HEALTH/DEPARTMENT/SPECIALTY INFORMATION & ADDITIONAL POSITION REQUIREMENTS

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SPECIALTY SPECIFIC INFORMATION

Organisational Context

Eastern Health

Eastern Health is a leading provider of health care in the eastern region of Melbourne and incorporates Acute: Aged Care, Rehabilitation and Community Health and Mental Health and Alcohol & Drug Services across a number of large, medium and small work locations.

Statewide Services

The Statewide Services Program sits within Eastern Health's Continuing Care, Community and Mental Health directorate and consists of Turning Point and Spectrum. Turning Point is the only Victorian specialist alcohol, drug and gambling organisation that integrate treatment and support services with research, education and training. Spectrum is Victorian's only Centre for the specialist treatment of Borderline Personality Disorder and provides training and education and contributes to research in this area.

LOCAL WORK ENVIRONMENT

Turning Point

Turning Point was established in 1994 to provide leadership to the drug and alcohol field in Victoria, Australia. However, with growth in its reputation, activity and expertise, Turning Point has grown into a national treatment, research and education center that provides leadership not only to the alcohol and drug but also to the gambling and mental health sectors. Combining innovative research in the clinical, population health and policy fields, with service innovation, surveillance, system enhancements, capacity building and specialist support, Turning Point directly assists services, communities and government to respond to current and emerging issues.

Turning Point is a part of [Eastern Health](#) and is formally affiliated with Monash University.

Treatment

Turning Point's multidisciplinary staff, including Addiction Medicine Consultants, Psychiatrists, nurses, psychologists, social workers and alcohol and drug counsellors, provide specialist clinical and support services to people affected by alcohol and drugs, dual diagnosis (co-existing mental health and alcohol and drug misuse) and problem gambling.

Turning Point provides a range of access points to its evidence based treatment interventions, including telephone and online, 'walk in' self-referral and GP/specialist based referrals available through two main locations – Richmond and Box Hill.

In addition to the normal suite of alcohol and drug clinical services of counselling, outpatient and bed based drug withdrawal, Turning Point operates the State's neuropsychology unit, a specialist dual diagnosis clinic, a specialist online clinical support service specifically for health professionals and GPs, the State's only 24/7 telephone and online information and counselling service, an Addiction Medicine Consultation Service to the three major hospitals in the Eastern Region of Melbourne.

Nationally, Turning Point's Telephone and Online Services operate two national helplines and services that provide text based counselling and self-help resources.

Research

Turning Point conducts practical and applied research leading to policy and service development with a focus on improving and expanding the range and quality of treatment and support services through evidence-based research.

Education

Turning Point is a leading provider of education and training services in the alcohol and drug sector in Australia. As a Registered Training Organisation (RTO) and a Higher Education Provider (HEP) Turning Point builds the capacity of health and welfare professionals to respond more effectively to alcohol and drug issues.