



APPLICANT INFORMATION

Counsellor

Centacare's Drug & Alcohol Service

Thank you for your interest in the position of Counsellor – Centacare's Drug & Alcohol Service (CDAS) with Centacare Catholic Family Services.

Should you choose to apply, your application will be assessed on your related qualifications, experience, skills and knowledge.

The Position Description following outlines the 5 Key Performance Indicators (KPIs) and the essential and desired qualifications required for the position.

In support of your application it is anticipated that you will:

1. Submit a covering letter
2. Address each of the 5 KPIs by providing a short statement that demonstrates your experience relevant to the competencies and core responsibilities outlined in the position description
3. Attach or include your up-to-date Resume/Curriculum Vitae and provide contact details of three professional referees with one being for your most recent employer

Please submit your application by the advertised closing date with your Curriculum Vitae (CV) and details of three current referees, either by email or post to:

Please send application to:

Gillian Bridgen
Manager, CDAS
80 Payneham Road
Stepney SA 5069

Or by email:

gbridgen@centacare.org.au

POSITION DESCRIPTION

Centacare Drug and Alcohol Service (CDAS) Counsellor

Our Vision

To be a human services organisation which values and respects clients through the delivery of responsive, flexible and effective services

Centacare is a Child Safe Organisation

POSITION INFORMATION	
POSITION TITLE	Counsellor Centacare Drug and Alcohol Service (CDAS)
RESPONSIBLE TO	Executive Manager, Support Training and Intervention Services through Manager, Centacare Drug and Alcohol Service (CDAS)
UNIT	Support Training and Intervention Services
AWARD	Social, Community, Home Care and Disability Services Industry Award 2010 (SoComm)
CLASSIFICATION	Social and Community Services Employee Level 5

POSITION DESCRIPTION	
<p>The Centacare Drug and Alcohol Service aims to 'Assist families to reach their full potential when confronted by alcohol and other drug problems. The service is targeted at families in the Adelaide Metropolitan area who have a young person who has a substance use problem. Additional services are also available for substance users between 10 and 30 years of age. CDAS provides outreach support and training/group work services to individuals and family members where there is a substance user either in the immediate family or related to those residing in the same dwelling. CDAS also offers home detoxification; drug and alcohol counselling and to young people and young adults 10 – 30 years of age with a substance use problem across the metropolitan area.</p>	

QUALIFICATIONS & CONDITIONS

Essential:	Degree qualification in Social Work or other relevant qualification.
Desirable:	Experience working with young people and their families confronted by alcohol and other drug problems
Special Conditions:	Current Drivers Licence is essential Required to participate in Centacare's Police Clearance procedure

KEY PERFORMANCE INDICATORS (KPI)

To competently perform in this position, the person should possess the following knowledge, skills and experience based upon Key Performance Indicators

KPI 1: CUSTOMER SERVICE

Key Competencies	Key Measures
<ul style="list-style-type: none">• Act in a professional manner at all times when dealing with internal and external clients and stakeholders• Demonstrate a strong understanding of Centacare and positively promote the organisation both internally and externally• Maintain confidentiality on all issues relating to the organisation, clients and colleagues• Provide prompt and courteous service to all clients; including colleagues, other services and the community• Treat all clients with respect and equality, whilst being responsive to their needs• Demonstrate an awareness of diverse cultural needs.• Maintain a professional manner and be responsive to enquiries	<p>Excellent communication and interpersonal skills including demonstrated experience in liaising with a wide range of internal and external clients</p>

KPI 2: PROFESSIONAL AND TECHNICAL SKILLS

Key Competencies	Key Measures
<p>Work Management</p> <ul style="list-style-type: none">• Time management and task prioritisation• Maintenance of accurate client and/ program files• Thorough knowledge of relevant legislation <p>Clinical Knowledge</p> <ul style="list-style-type: none">• Proven knowledge of drug and alcohol issues and the impacts they have on families and young people• Familiarity with drug and alcohol interventions for families which provide outcomes for young people• Familiarity in counselling adolescents and parents including the Aboriginal community	<p>Demonstrated knowledge and application of the specific skills required for this position</p> <p>Demonstrated collaborative work practices</p>

KPI 2: PROFESSIONAL AND TECHNICAL SKILLS	
Key Competencies	Key Measures
<p><i>Clinical Knowledge (continued)</i></p> <ul style="list-style-type: none"> • Applies thorough knowledge of therapeutic interventions including assessment, counselling, family work, referral and consultancy • Confidence in creating information packs and brochures to targeted audiences. • Proven knowledge of developing and delivering training and information sessions • Practice knowledge of community based detox intervention <p><i>Working in Partnership</i></p> <ul style="list-style-type: none"> • Ability to develop strong relationships with key stakeholders • Ability to work closely with management • Work collaboratively with local and relevant services • Develop strong relationships with key stakeholders • Contribute to community and professional capacity building by developing networks and knowledge of resources within Centacare and participation in external networks of services and agencies within the relevant sector 	

KPI 3: COMMITMENT TO ONGOING DEVELOPMENT AND MANAGING CHANGE	
Key Competencies	Key Measures
<ul style="list-style-type: none"> • Effectively balance work, family and personal commitments • Commitment to continual professional and personal development • Demonstrate flexibility and initiative during periods of change • Attend all compulsory training sessions identified by the organisation and undertake other training and development as required 	<p>Demonstrated experience and understanding of the need for continuation of both personal and professional development</p>

KPI 4: TEAMWORK AND COMMUNICATION

Key Competencies	Key Measures
<ul style="list-style-type: none">• Demonstrate the ability to work consistently and positively within a team to achieve positive outcomes• Demonstrate a commitment to teamwork and the maintenance of a supportive work environment• Work harmoniously with other team members to achieve service delivery excellence• Resolve any workplace conflict in a professional manner and through the correct organisational processes• Participate in regular and professional communication with the manager and with all relevant colleagues and managers• Participate in supervision and support as required• Actively participate in the Performance and Professional Development review and Plan as required	<p>Demonstrated ability to participate as an active member of a team, consistent with the philosophy and policies of the Organisation</p>

KPI 5: WORKPLACE RESPONSIBILITIES AND WORK HEALTH SAFETY (WHS)

Key Competencies	Key Measures
<ul style="list-style-type: none">• Be aware of, and practice according to the organisation's mission, objectives, core values and strategies• Demonstrate understanding of all relevant external legislation and internal policies and procedures that relate to this position and the Organisation• Participate in and contribute to quality improvement programs and other organisational activities to meet Service/Accreditation Standards• Support the development and maintenance of a best practice WHS culture within the workplace• Participate in and contribute to WHS activities to ensure a safe work environment for clients, community, staff and visitors• Adhere to safe work practices• Implement actions in WHS plans as required• Ensure that all documentation is accurate and completed in a professional and timely manner• Coordinate filing and administration in a professional and orderly manner• Ensure all records are maintained according to Centacare's WHS policies and procedures	<p>Committed to meeting all legislative and organisational responsibilities and working in accordance with policies and procedures</p> <p>Demonstrated commitment to the professional and timely administration of all documentation requirements</p>

PERFORMANCE MONITORING

Performance Monitoring and review of the Position Description is managed in accordance with the Performance and Professional Development Policy and Supervision Policy.

The process is implemented through a performance framework that includes:

- Day to day management, communication and continuous feedback from Line Manager
- Annual Performance and Professional Development Review
- Regular Supervision Sessions scheduled between the worker and Line Manager or Supervisor

I have read, understood and accept the responsibilities outlined in my position description.

Employee: _____ **Signed:** _____ **Date:** _____

Executive Manager: _____ **Signed:** _____ **Date:** _____