

NALAG Job Description NALAG Senior Counsellor

TITLE: Senior Counsellor based in Dubbo

POSITION PURPOSE

This role combines counselling and mentoring expertise in the area of loss, grief, trauma and adversity to the organisation. This position has its own client case load as well as a leadership role in coordination of the NALAG Counselling/ support services.

Volunteers are the backbone of NALAG and the ability to support and relate well to support volunteers is imperative in this role. This senior position works closely and supports the Intake and Support Volunteer Coordinator and is integral to the coordination of the wider NALAG Counselling Support Service and provision of client support.

This position has three major functions:

1. Direct provision of caring and professional counselling/ support services based on trauma informed care practice to children, adolescents and adults who have experienced loss, grief, trauma and adversity. Provide direct clinical services/ counselling to clients as part of the position's case load/ role.
2. Mentoring and supervision as directed of the NALAG grief support volunteers and professional counselling staff. Overseeing support volunteer training in conjunction with the CEO and liaison with Branch Coordinators.
3. Provision of loss and grief education, and awareness activities to communities and organisations.

LOCATION: NALAG Centre for Loss & Grief, 7 Welchman Street, Dubbo

CONTRACT: 1 July to 30 June 2025

SALARY \$100,000 \$50 per hour (plus entitlements and Superannuation). Salary sacrifice options are available.

NATIONAL CRIMINAL RECORD CHECK: REQUIRED

WORKING WITH CHILDREN CHECK: REQUIRED

RESPONSIBLE TO: NALAG CEO and NALAG Board.

DIRECT LINE MANAGER/S: NALAG CEO

NALAG CODE OF CONDUCT AND CONFIDENTIALTY AGREEMENT MANDATORY SIGN OFF REQUIRED

MAXIMUM WEEKLY HOURS OF WORK¹: Hours of work performed will be a total of 38 hours per

¹ <https://www.fairwork.gov.au/how-we-will-help/templates-and-guides/fact-sheets/minimum-workplace-entitlements/maximum-weekly-hours>

week between 9am and 5pm (“Core Hours”) with occasional work outside core hours

REQUESTS FOR FLEXIBLE WORKING ARRANGEMENTS²: A NALAG employee may seek to work outside the Core Hours in which approval must be sought by the NALAGCEO.

TIME IN LIEU: If an employee of NALAG works outside the Core Hours, the employee will accrue time in lieu. Time in lieu will be accrued as hour for hour on a weekday, 1.5 hours for 1 hour working Saturday and 2 hours for 1 hour for working Sunday and 2.5 hours for 1 hour worked on a public holiday. Time in lieu is to be recorded on the employee’s timesheet. Employees are to seek approval from the CEO to take time in lieu. Time in lieu is not able to be cashed in, nor will it be paid out upon the NALAG employee resigning or being terminated as a NALAG employee.

TRAVEL AND MOTOR VEHICLE ALLOWANCE: In the event that NALAG staff are required to travel for work related purposes NALAG will pay the costs of travel (such as airfares and accommodation). In the event that the staff member uses their own personal vehicle to travel, the staff member will be compensated at the rates set out by the Australian Taxation Office. Staff are requested to maintain a travel log when travelling regularly. Staff travelling will be entitled to a meal allowance which they will use the NALAG issued debit card to purchase. Staff are requested to keep to the following budget

Meal	Maximum amount allowed
Breakfast	\$20
Lunch	\$30
Dinner	\$40

Staff are also requested to supply receipts for paid meals and submit these receipts to the Bookkeeper upon their return to NALAG.

PARENTAL LEAVE: Parental leave and related entitlements as outlined the National Employment Standards³ is available to NALAG employees where applicable.

ANNUAL LEAVE⁴: Annual leave is four weeks paid leave per year plus 17.5% leave loading (pro rata applies for part time staff). Accrued annual leave will be paid out upon the NALAG employee ceasing employment with NALAG. Annual leave will not be able to be cashed in for existing NALAG employees (if the total amount of leave accrued is less than four weeks. If the total annual leave accrued is over four weeks approval must be sought from the NALAG CEO

PERSONAL, CARERS, COMPASSIONATE, FAMILY AND DOMESTIC VIOLENCE LEAVE⁵: A NALAG employee is entitled to 10 days personal/carers, two days unpaid carers leave, two days compassionate leave as required and five days unpaid family and domestic violence leave in a 12 month period (pro rata applies). Accrued personal/carers leave will not be paid out to a NALAG

² <https://www.fairwork.gov.au/how-we-will-help/templates-and-guides/fact-sheets/minimum-workplace-entitlements/requests-for-flexible-working-arrangements>

³ <https://www.fairwork.gov.au/how-we-will-help/templates-and-guides/fact-sheets/minimum-workplace-entitlements/parental-leave-and-related-entitlements>

⁴ <https://www.fairwork.gov.au/how-we-will-help/templates-and-guides/fact-sheets/minimum-workplace-entitlements/annual-leave>

⁵ <https://www.fairwork.gov.au/how-we-will-help/templates-and-guides/fact-sheets/minimum-workplace-entitlements/personal-leave-and-compassionate-leave>

employee upon cessation of employment. P&P indicate staff can take 2 days personal leave without providing a medical certificate. 3 consecutive days require a medical certificate. Pro rata of the above entitlements applies to part time staff.

COMMUNITY SERVICE LEAVE⁶: A NALAG employee is entitled to unpaid leave for voluntary emergency activities and leave for jury service, with an entitlement to be paid for up to 10 days for jury service (pro rata applies for part time staff)

LONG SERVICE LEAVE: NALAG employees are entitled to 2 months⁷ long service leave after working continuously for 10 years. The amount paid is as the same rate as the NALAG employees gross fortnightly wage. NALAG employees are entitled to a pro-rata entitlement after 5 years of continuous service if the employee resigns as a result of illness, incapacity or domestic or other pressing necessity.

PUBLIC HOLIDAYS⁸: NALAG Employees are entitled to a paid day off on a public holiday.

NOTICE OF TERMINATION⁹: NALAG employees are entitled up to five weeks notice of employment termination based on the length of service. Redundancy is not payable¹⁰ by NALAG as NALAG is classified as a small business which is exempt under redundancy payout legislation. In the event of the employee resigning, a formal notice of resignation is to be submitted by the employee to the Chief Executive four weeks in advance of the intended resignation date. In the event where four weeks notice is not able to be provided employees may negotiate a resignation date with the CE.

PROVISION OF A FAIR WORK INFORMATION STATEMENT¹¹: Upon commencement of duties a NALAG Employee will receive the Fair Work Statement.

NALAG Mission

To strengthen the capacity of NSW communities and individuals to enhance wellbeing and promote resilience through support, counselling, education and advocacy following loss, grief, trauma and adverse life events.

KEY RESPONSIBILITIES

1. Major role in provision of NALAG grief, loss and trauma support and counselling services

- Provision of direct NALAG client, loss, grief and trauma counselling and support. This may involve provision of face to face, telephone and on-line sessions as part of the position's case load/ role.
- Conduct risk assessments for clients including risk assessment for suicide, mental health and violence. To provide follow-up support through referral process.

⁶ <https://www.fairwork.gov.au/how-we-will-help/templates-and-guides/fact-sheets/minimum-workplace-entitlements/community-service-leave>

⁷ As per [NSW Long Service Leave Act 1955](#)

⁸ <https://www.fairwork.gov.au/how-we-will-help/templates-and-guides/fact-sheets/minimum-workplace-entitlements/public-holidays>

⁹ <https://www.fairwork.gov.au/how-we-will-help/templates-and-guides/fact-sheets/minimum-workplace-entitlements/notice-of-termination-and-redundancy-pay>

¹⁰ <https://www.fairwork.gov.au/ending-employment/redundancy/who-doesnt-get-redundancy-pay>

¹¹ <https://www.fairwork.gov.au/employee-entitlements/national-employment-standards/fair-work-information-statement>

- Oversee the assessment and allocation of clients to the appropriate volunteers/counsellors and Branch coordinators in consultation with the Intake and Volunteer Support Officer. Refer clients to other healthcare professionals and other services where appropriate.
- Record client notes and maintain client records including the collection and collation of statistical information in accordance with NALAG policy requirements and specific professional standards.
- Ensure adherence to privacy, confidentiality and ethical practice guidelines & associated legal requirements

2. Supporting and mentoring NALAG Volunteers

- Provide as required individual and group supervision to NALAG Support Volunteers and counsellors for their work with NALAG clients.
- Provide periodic appraisals to volunteers as appropriate.
- Provide mentoring and support to the Intake and Support Volunteer Coordinators.
- Provide support to Branch Coordinators in conjunction with NALAG CEO as required.

3. Provide and facilitate NALAG programs, loss and grief education

- Foster and promote high quality relationships with community agencies and organisations in conjunction with NALAG CEO.

4. General Responsibilities

- Support Intake duties and client assessments when required.
- Comply with professional development requirements for maintenance of registration for your profession.
- Attend regular team meetings.
- Attend professional meetings as directed by the CEO.
- Participate when requested by CEO in quality service improvement to improve client care.
- Attend regular supervision.
- Perform other duties as directed by NALAG CEO

Other

- Comply with and implement as required the Code of Conduct, EEO, Smoke Free Workplace, Bullying and Harassment and other relevant NALAG policies.
- Attend as directed loss, grief and trauma training.

Essential Selection Criteria

- Qualifications in counselling/ social work/psychology, with relevant experience that provides a sound understanding and knowledge of emotional social health impacts of loss, grief and adversity and associated best practice client support and community responses.
- Documented/proof of current membership of the Professional Association for your relevant qualification.
- Minimum of five (5) years' experience providing direct counselling services to a diverse range of clients.

- Demonstrated high level communication and negotiation skills with the ability to forge and maintain positive and effective partnerships/ relationships with a broad range of stakeholders, organizations and community groups.
- Demonstrated ability to exercise flexibility, initiative and creativity in service delivery.
- Demonstrated capacity to successfully mentor and support a team with diverse backgrounds including support volunteers.
- Demonstrated experience with and commitment to volunteering and community service.
- Demonstrated competencies in the delivery of educational/ promotional presentations and experience and skills in facilitation of small group consultations/ education and workshops.
- Competent use of Microsoft Office suite.

Desirable

- Competence in online education skills i.e. Webinars, Zoom,
- Current drivers license.
- Supervision qualification or experience in clinical supervision or a willingness to undertake training.