# POSITION DESCRIPTION

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| TITLE | Psychologist/Social Worker /Counsellor |
| FUNCTION | Service Delivery |
| REPORTS TO | Team Leader – Service Delivery |
| TERMS | Dependent upon qualifications and experience |
| LOCATION | Grief Australia office, offsite or as otherwise agreed |
| PURPOSE | |
| Organisation purpose Grief Australia is an independent, not for profit organisation working to better prepare Australians for grief and to be a guiding voice through it. Our mission is to support grieving Australians through advocacy, evidence-informed practice and education. | |
| Function purpose The Service Delivery function supports the organisation’s core purpose by providing specialist interventions to those experiencing grief and bereavement, and evidence-informed education, training and research. | |
| Role Purpose These roles exist to support those who are experiencing grief and bereavement through the provision of best-practice counselling and support, and to help improve the response to grief through the delivery of evidence-based education and training. | |

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| KEY RESPONSIBILITIES |
| * Implement evidence-based best practice counselling and support to those experiencing grief and bereavement, including support groups. * Work collaboratively with the Intake Coordinator to ensure best practice. * Develop and deliver education and training activities to the health, welfare, and education sectors. * Develop evidence-informed grief and bereavement resources and materials. * Complete client notes and reporting in a timely manner, ensuring attention to detail, thoroughness, and accuracy. * Liaise with relevant organisations to provide a multi-agency response for clients where other therapeutic interventions are clinically required. * Support the implementation and compliance with the national clinical governance framework and the relevant policies and procedures. * Deliver continued quality improvement for all activities and processes. * Maintain and develop effective working relationships with relevant referral sources, bereavement support agencies and groups, including health and emergency service personnel. * Work collaboratively and effectively with internal and external stakeholders. * Be an active champion of the Social Contract (<https://at.grief.org.au/social-contract>), diversity and inclusivity programs. |
| KEY CHALLENGES |
| * Managing the competing demands of counselling and support with the delivery of education and training activities, and other key responsibilities * Completing accurate and timely records and reports * Maintaining effective internal and external working relationships * Identifying opportunities for continuous improvement in all aspects of the role * Achievement of key performance measures |
| KEY RELATIONSHIPS |
| Internal Team Leader, team colleagues, Specialist Grief Practitioners in other Service Delivery teams, Corporate Services team members as required |
| External Clients, individuals, organisations, and communities involved in capacity-building activities |

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| SKILLS AND QUALIFICATIONS |
| Required  * Relevant tertiary qualifications and eligibility for clinical registration with the Psychotherapy and Counselling Federation of Australia (PACFA), Australian Association of Social Workers (AASW), Australian Psychology Society (APS), the Australian Counsellors Association (ACA) or Australian Health Practitioner Regulation Agency (AHPRA). * Demonstrated experience in a healthcare/community support environment with specific experience in delivering high-quality counselling services. * Experience in grief and bereavement service delivery and delivery of training/education in the healthcare sector. * Comprehensive understanding of grief and bereavement literature and evidence-based practice * High-level communication and skills. * Ability to work independently and as part of a collaborative team. * Ability to maintain accurate and timely records. * Be an active champion of the Social Contract, diversity, and inclusivity programs. |
| Desired  * Certified Bereavement Practitioner (CBP) or eligibility for such certification. * Supervision experience * Creative approach to program development and delivery |