



Position Title	HD Specialist (Counselling and Support Groups)
Position Type	Individual Contributor
Business Group	Community Programs & Services
Reports to	Team Leader – Community Programs
Location	New South Wales
Contract Type	Social, Community, Home care and Disability Services Industry Award 2010
Classification	Level 5
Incumbent	

Purpose

Huntington’s NSW ACT provides services and advocacy to improve the lives of Australians impacted by Huntington’s disease. HD Specialists support achievement of Huntington’s NSW ACT strategic objectives by providing programs and services (such as education and counselling and practical support) directly to people with Huntington’s disease their families, communities and providers.

However, the focus of this role, at 0.4 FTE, is to provide counselling services and develop the capabilities of support groups across the state.

Changes to hours of work and organisational objectives may require adjustment of the priorities and focus of the role.

Key Result Areas - Specific to this position

1. Expansion of participation in individual and group counselling
2. Provision of high quality counselling
3. Expansion of participation in support group activities
4. Development of capability to self-sustain and manage support groups

Responsibility for Safe and Sustainable Work Environment

- Ensure personal compliance with the organisation’s safety policy and procedures
- Actively participate in hazard and risk assessment and mitigation
- Assist colleagues and alert management about stress and safety related issues or concerns within the team.

Functional Responsibilities

Counselling support

- Provide proactive, timely, targeted counselling for people impacted by the disease, their families, community and carers by scheduling, communicating, and facilitating counselling and establishing relationships and provide support/triage
- Undertake individual assessment of needs and support prepare reports and recommendations accordingly
- Providing mental health support online (non-clinical counselling and / or referrals)
- Initiating and maintaining regular contact by phone or in person and responding to requests for counselling.

Administration & documentation

- Ensure case notes about individual and family circumstances and needs are recorded and shared in a timely manner
- Ensure case files and information comply with quality, privacy, and confidentiality standards
- Ensure timely reporting of trends or unusual events which might need further investigation or response
- Ensure effective liaison with other organisations and stakeholders (multi-disciplinary health care teams, residential care providers etc.) providing support to individuals and their families
- Establish and maintain effective working relationships with multidisciplinary health care teams, community support providers and residential care providers
- Contribute to mandatory compliance audits and reporting requirements
- Represent Huntington's NSW ACT at events and forums.

Support Group Development

- Establish and maintain a data base of Support Groups across NSW and ACT
- Identify Support Group needs and current capability level and develop a plan to respond and improve
- Establish effective networks and a program of activities to improve social interaction and capability to independently sustain
- Maintain regular contact and communication and report issues with which HNSWACT can provide assistance.

Personal Attributes and Behavioural Competencies

Qualifications

- Degree qualification in an allied health discipline mental health, psychology, social work, with experience in an area directly relevant to health, disability or community services (desirable)
AND
- Relevant experience in an appropriate sector (essential)
- National Police Clearance (essential)
- Working with Children Clearance (essential)
- Clearance to work with People with a disability – Vulnerable People (essential).

Experience

- Provision of similar support services role in a Not-for-profit or semi government (i.e. Health or research) environment
- Dealing with people with degenerative illnesses
- Working with clients with a neurological illness and/or diverse range of complex care needs
- Developing and delivering support and information programs in the health sector.

Knowledge

- High level knowledge of relevant government organisations and their services and systems
- Sound knowledge of relevant legislation / regulations
- Sound knowledge of Huntington's disease and its impact on individuals and their families
- Sound understanding of person-centred approaches and person-centred planning
- Awareness of the psychosocial aspects of progressive degenerative neurological conditions.



Skills (& selection criteria)

- Well-developed interpersonal skills utilising an empathetic approach to establish and maintain supports for individuals impacted by HD
- Empathetic approach to relationships with people with long term illnesses
- High level written and verbal communication skills
- Excellent conflict management and de-escalation skills
- Ability to build trust and rapport, especially with clients who may have complex physical, social, and psychological care needs
- Ability to negotiate and influence
- Ability to work on multiple projects/outcomes/milestones simultaneously
- Ability to develop effective working relationships with health and community service providers
- Ability to work within a changing disability & aged care sector representing the needs of people with HD
- Ability to use Microsoft office suite and use databases.

Special Requirements

- Ability to travel including overnight absences from home
- Current Drivers' Licence
- Advanced First Aid certificate (desirable)

Behavioural Competencies

Behavioural Competency	Description
Communication & Collaboration	Shares information and knowledge willingly in a timely manner. Works collaboratively with internal and external stakeholders. Openly shares information, knowledge, and expertise with team/co-workers. Encourages sharing of information and knowledge. Does not withhold information for personal gain.
Decision making	Seeks out all relevant information. Deals with issues quickly and respectfully. Documents decision making considerations provides clarity so that others understand. Pays close attention to detail as required.
Accountability	Admits mistakes and takes responsibility to correct. Hold self and others to account for delivery of agreed outcomes. Acts quickly if commitments cannot be delivered as agreed. Observes confidentiality at all times.
Integrity	Hold self and others to high standards. Calls out unsatisfactory behaviour and outcomes. Appropriately gives and is open to feedback from team and co-workers.
Organisation & Planning	Plans and works effectively toward deadlines. Effectively liaises with stakeholders to ensure alignment.

