

<b>Position Title</b>	Counsellor	<b>Location</b>	Kalgoorlie - Goldfields
<b>Reporting to</b>	Program Manager	<b>Status</b>	Full time - Permanent
<b>Program</b>	Mental Health Support Services	<b>Salary</b>	SCHADS Award Level 3.4 -4.4 \$88,906.76-\$103.791.84 + super, includes zone allowance, plus salary packaging options
<b>Date:</b>	Position closes 26 April 2026		
<b>Comments: Minimum Graduate Diploma in Psychology, Social Work, Mental Health, Counselling, or related disciplines.</b>			

## Purpose and Values

### Our Purpose

To provide people and communities with professional social services that enhance wellbeing and that are inspired by compassion and recognition for human dignity and worth.

### Our Values

**Respect** - Recognition of the intrinsic worth of all human beings and the importance of sustaining their dignity and valuing their views.

**Excellence** - A commitment to the continued improvement of our skills and to the highest standards in service delivery.

**Celebration** - Celebrating the beauty of life, friendship and the resilience and achievements of the human spirit.

**Compassion** - An open hearted and thoughtful response to the experiences of the people we serve and those we work with.

**Acceptance** - Welcoming people in all their diversity in a manner that diminishes anxieties, enhances self-worth, communicates goodwill and leads to reconciliation.

**Professionalism** - Delivering services and treating others in a non-judgmental, caring and highly proficient manner.

**Centrecare is "People Making Time for People".**

### Selection Criteria

1. Minimum Graduate Diploma in Psychology, Social Work, Mental Health, Counselling, or related disciplines.
2. 1-2 years' experience counselling individuals, couples, and families.
3. Relevant experience in working with children and families with complex needs e.g. domestic violence, homelessness, abuse, and schooling issues. Whereby service design was inclusive of social, emotional, mental, and physical needs.
4. Experience in case management and coordination of client services.
5. Demonstrated experience in intake, assessment, and case management.
6. Highly developed clinical skills and knowledge and strong professional boundaries.
7. Well-developed communication skills, written and verbal and ability to work within a team.
8. Ability to potentially work two evenings a week until 8 pm if required.
9. WA Driver's licence.
10. National Police Certificate.
11. If applicable, a Working With Children Check or eligibility to apply.

*Please note: If you are a recent graduate with less than 2 years relevant experience, you may still be considered for the role, however a lower starting salary will be offered initially until the level required can be achieved.*

**POSITION TITLE:** Counsellor (Level 4)

**STATUS:** Full-time – Permanent

**REPORTS TO:** Program Manager

## 1. OVERALL PURPOSE

- 1.1. Ensure the agency provides good quality intake, screening, assessment, counselling and appropriate support services to people requesting counselling.
- 1.2. To drive, support and work within Centrecare's Therapeutic Framework to ensure consistency in program design, program application (integrity), service delivery, and outcome measurement and opportunities for client feedback and opportunities for client feedback.
- 1.3. To provide counselling and support to individual children and adults, couples, and families.  
Utilise Program Outlines, Program Logic, Pathways Service Model, Program Activity Plan and Flowcharts for staff within services to follow with the Centrecare Therapeutic Framework.
- 1.4. Work with individuals and families affected by domestic and family violence including victims and perpetrators with the ability to undertake risk assessment, safety planning and risk management in line with best practice standards.

## 2. LEVEL RESPONSIBILITIES

- 2.1. Contribute knowledge in establishing procedures in the appropriate work-related field.
- 2.2. Contribute to the planning and establishing of programs and procedures in the employees designated area of work.
- 2.3. Have a sound knowledge of program, activity, operational policy, or service aspects of the work performed with a function or a number of work areas.
- 2.4. Set priorities, plan, and organise their own work and contribute to the most appropriate operational methods for the team.
- 2.5. Support other employees and/or volunteers as required.
- 2.6. Under general direction, contribute to the development of work methods and the setting of outcomes.
- 2.7. Undertake a variety of activities in the organisation requiring initiative and judgment in the selection and application of established principles, techniques, and methods.
- 2.8. Work under general direction in functions that require the application of skills and knowledge appropriate to the work.

## 3. PROGRAM RESPONSIBILITIES

- 3.1. Actively support every client to engage with and fully participate and achieve positive outcomes.
- 3.2. Attend to general enquiries relating to the service, manage the referral system and prepare statistical and other reports as required.
- 3.3. Be responsible for counselling caseload, case management requirements, and other allocated client related tasks.
- 3.4. Conduct client assessments to inform the development of a case plan or appropriate referrals according to the clients identified needs.
- 3.5. Develop and facilitate training seminars throughout the metropolitan and regional Western Australia as needed.

- 3.6. Develop and maintain respectful, supportive, collaborative, and responsive relationships with both internal and external stakeholders.
- 3.7. Develop strategies and facilitate individual and family functioning within the context of Family Abuse.
- 3.8. Develop, co-facilitate, and evaluate groups.
- 3.9. Ensure all required documentation, inclusive of case notes, screenings, assessments, support plans, etc. are maintained.
- 3.10. Facilitate opportunities for young people and their families, including extended and blended families to improve family relationships, via individual, couple and/or family counselling.
- 3.11. Implement a counselling approach to service delivery in conjunction with the requirements of Centrecare's Therapeutic Framework.
- 3.12. Perform special duties as requested by the Executive Manager/Program Manager, e.g. policy formulation, representing the agency on public committees, giving public talks to community groups, workers in referring offices, etc.
- 3.13. Provide counselling from other locations as required, including other Centrecare offices.
- 3.14. Provide family and domestic violence risk assessment, safety planning and risk management for clients and participate in multi-agency case management meetings as required.

### 3. PROFESSIONAL DEVELOPMENT

- 3.1. Assist with the provision of supervision and consultation for counsellors if required.
- 3.2. During the first two weeks of employment, participate in the orientation program.
- 3.3. Read appropriate professional literature, including journals, articles, and books.
- 3.4. Receive regular supervision and consultation.

### 4. GENERIC RESPONSIBILITIES

- 4.1. Abide by relevant professional ethics and agency policies and procedures.
- 4.2. Attend agency staff meetings, team meetings and other meetings as required.
- 4.3. Always ensure appropriate dress in accordance with the requirements of the Centrecare Dress Code Guidelines.
- 4.4. Ensure that conduct is always professional in manner and in accordance with agency expectations.
- 4.5. Ensure the efficient use and maintenance of materials and equipment.
- 4.6. Comply with Agency Health, Safety and Environmental procedures, such as ensuring the establishment and maintenance of a healthy and safe work environment that protects personnel, clients, facilities, equipment, visitors and the environment.
- 4.7. Contribute to and be part of the organisational culture, where teamwork, cooperation, client service, quality, safety, confidentiality, and a positive work environment are the focus.
- 4.8. Maintain a high level of skill in Microsoft Office and/or other similar computer packages relevant to the position.
- 4.9. Demonstrate through practical application, sensitivity to and awareness of cultural diversity.
- 4.10. Maintain all professional accreditations, police clearances, licenses, and refresher courses as per program/agency requirements.
- 4.11. Participate in professional development both internally and externally.
- 4.12. Report any problems, suggestions.
- 4.13. Respond to, action, and record any complaints.
- 4.14. To maximise the wellbeing of children and to be safe.
- 4.15. Any other duties as directed by the Manager.

## 5. COMPETENCIES

- 5.1. Ability to be an effective member of a team or to work autonomously.
- 5.2. Ability to support other staff within the team to achieve the service outcomes.
- 5.3. Creativity.
- 5.4. Well-developed Communicational Skills – written and verbal.
- 5.5. Decisiveness.
- 5.6. Displays a commitment to provide 'value adding' services.
- 5.7. Displays an ability to stay calm in stressful situations.
- 5.8. Earns others' trust and respect through honesty and professionalism
- 5.9. Pays close attention to detail.
- 5.10. Initiative and Self-motivation.
- 5.11. Interpersonal skills.
- 5.12. Organisational Awareness.
- 5.13. Possessing relevant qualification related to position.
- 5.14. Shares knowledge and skills with others to achieve outcomes.
- 5.15. Solution focused approach to problem solving.
- 5.16. Fosters effective, consistent, and collaborative working relationships.
- 5.17. Understands and learns from what others say.
- 5.18. Understands legislation, regulations and external standards that apply to relevant work practices.

## 6. PROFESSIONAL DEVELOPMENT

- 6.1. During the first two weeks of employment, participate in the orientation program.
- 6.2. Receive regular supervision and consultation.
- 6.3. Read appropriate professional literature, including journals, articles, and books.
- 6.4. Assist with the provision of supervision and consultation for counsellors if required.

## 7. GENERIC RESPONSIBILITIES

- 7.1. Abide by relevant professional ethics and agency policies and procedures.
- 7.2. Attend agency staff meetings, team meetings and other meetings as required.
- 7.3. Always ensure appropriate dress in accordance with the requirements of the Centrecare Dress Code Guidelines.
- 7.4. Ensure that conduct is always professional in manner and in accordance with agency expectations.
- 7.5. Ensure the efficient use and maintenance of materials and equipment.
- 7.6. Comply with Agency Health, Safety and Environmental procedures, such as ensuring the establishment and maintenance of a healthy and safe work environment that protects personnel, clients, facilities, equipment, visitors, and the environment.
- 7.7. Contribute to and be part of the organisational culture, where teamwork, cooperation, client service, quality, safety, confidentiality, and a positive work environment are the focus.
- 7.8. Maintain a high level of skill in Microsoft Office and/or other similar computer packages relevant to the position.
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- 7.10. Maintain all professional accreditations, police clearances, licenses, and refresher courses as per program/agency requirements.
- 7.11. Participate in professional development both internally and externally.
- 7.12. Report any problems, suggestions.
- 7.13. Respond to, action, and record any complaints.
- 7.14. To maximise the wellbeing of children and to be safe.
- 7.15. Any other duties as directed by the Manager.

### **8. COMPETENCIES**

- 8.1. Ability to be an effective member of a team or to work autonomously.
- 8.2. Ability to support other staff within the team to achieve the service outcomes.
- 8.3. Creativity.
- 8.4. Well-developed Communicational Skills – written and verbal.
- 8.5. Decisiveness.
- 8.6. Displays a commitment to provide 'value adding' services.
- 8.7. Displays an ability to stay calm in stressful situations.
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# Our Employee Benefits



## "People Making Time for People"

### Join a TOP organisation

#### OUR CULTURE



Our values of Respect, Excellence, Celebration, Compassion, Acceptance and Professionalism underpin our work and we provide a family friendly, respectful and kind workplace.

#### RECOGNITION AWARD PROGRAM



We reward and recognise those who consistently display our values and demonstrate a high level of commitment to the organisation.

#### OUR PURPOSE



Our aim is to strengthen people and communities through the provision of professional services, inspired by compassion and recognition for human dignity.

#### QUALITY ASSURED ISO 9001:2015



We are committed to providing a high quality service and place of business to our clients, funding bodies and employees.

### Professional Development

#### LEARNING AND DEVELOPMENT



We want you to be the best you can be, so you will have access to training and professional development to improve your skills with a budgeted amount annually available for each employee.

#### CLINICAL SUPERVISION



We are invested in best practice and provide Clinical Supervision for all clinical staff.

#### REGIONAL TRAVEL



Some of our clinical roles provide opportunity to travel to remote areas of WA.



*Working for Centrecare is more than just a job; it's about providing people and communities with professional social services that enhance wellbeing.*

### Remuneration

#### SALARIES



We pay under the Social, Community, Home Care and Disability Services Industry Award 2010 for the majority of our positions.

#### SALARY PACKAGING



We provide competitive salaries and you will be able to salary package a maximum of \$15,900 from your gross salary each Fringe Benefit Tax (FBT) year.

#### SPECIAL LEAVE

You will receive one week of additional paid leave if you are a full time employee and a pro-rata amount if you are part time.



In addition, twelve weeks paid Maternity Leave is provided. *(conditions apply)*

Study Leave of five hours per week is available after two years of service.

#### DEFERRED SALARY SCHEME



Enter into a purchased leave arrangement whereby you can salary sacrifice 20% of your annual salary for four years and have the fifth year off while being paid. *(the fifth year is paid from the accrued sacrificed salary)*

### Employee Wellness

#### WORK-LIFE BALANCE



We offer full time, part time and casual work while promoting a work-life balance.

#### EMPLOYEE ASSISTANCE PROGRAM



We care about you as a person. Additional support is available via a confidential external counselling service for you and your immediate family.

#### SOCIAL EVENTS



We love to celebrate and have an active social club, whole of agency Christmas party, recognition of long-term staff, annual away day and much more.

#### HEALTH COVER & BENEFITS



You will have access to corporate health cover provided by Bupa or Medibank private.

In addition there is access to discounts through Your Salary Benefits, FCM Travel and Good Guys.