**National Association for Loss and Grief (NSW) Inc**

**Position Description**

**Bereavement Counsellor- Team Leader**

**TITLE: NALAG Bereavement Counsellor-Team Leader**

**The NALAG Bereavement Counsellor- Team Leader position is based at the NALAG Centre for Loss & Grief (CLG) in Dubbo/ NALAG Head Office.**

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

Purpose: This position involves a leadership role in coordination of the NALAG grief and loss counselling and volunteer support services. A significant proportion of the role is in the provision of direct professional bereavement counselling to NALAG clients. The position has it’s own practitioner client caseload.

In conjunction with and direction from the CEO, this senior position will also assist with:

* mentoring, supporting and supervising the NALAG Team of grief support volunteers, professional Intake and counselling staff.
* contributing to the provision of quality & evidence informed grief and loss counselling and support client practice.
* provision of loss and grief education, awareness activities to communities and organizations when requested.

**CONTRACT:** 12 month contract with 3 month probationary period, with possibility of contract extension. \*

\***Contract extension dependent on successful performance reviews and NALAG’s continued receipt of Ministry of Health Core funding.**

Full-Time (38 hours per week Monday-Friday) Core hours 9am – 5pm (can be negotiated with approval from CEO). It is however expected that the position does require occasional flexible work hours outside core hours to meet PD position requirements/responsibilities and when requested by CEO.

**Remuneration:**$ 114, 608.00 pa ($58 per hour) + 11.5% Super + Not for Profit Salary Packaging + Employee Benefits

**RESPONSIBLE TO:** NALAG CEO and NALAG Board

**DIRECT LINE MANAGER/S:** NALAG CEO

**NATIONAL CRIMINAL RECORD CHECK:** REQUIRED

**WORKING WITH CHILDREN CHECK:** REQUIRED

NALAG adheres to Fairwork Australia employee-entitlements/national-employment-standards/fair-work-information-statement

**Who We Are**

We are a respected, NSW State based Community NGO, Public Benevolent Institution & Registered Charity. Our Head Office is based in the Centre for Loss and Grief Dubbo, with Branches throughout NSW. NALAG has provided loss and grief support, education and advocacy for individuals, communities, professionals, first- line responders, since 1977.

**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. (See NALAG Strategic Plan on website).

**NALAG Services**

NALAG’s Model supports the premise of the cost effectiveness of investing in bereavement care, prevention, early intervention and compassionate communities as a public health priority.

Our strength-based approach to supporting those impacted by loss while normalising help-seeking is a hallmark of our NALAG support and community model.

**POSITION KEY RESPONSIBILITIES**

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

* Direct NALAG client, loss, grief and trauma counselling and support as a Bereavement Counsellor. This may involve provision of face to face, telephone and on-line sessions as part of the position’s case load/ role.
* Triage risk assessments for potential clients using IARDST and provision of follow-up support through the referral process.
* 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. As Team Leader assist with the support and mentoring of NALAG Grief Support Volunteers and professional counselling Team**

* Provide, as required, individual and group support and mentoring to NALAG Grief Support Volunteers and to NALAG professional counsellors for their work with NALAG clients.
* Provide as directed and within capacity supervision and training
* Provide loss and grief education to NALAG Support Volunteers as required
* Assist with periodic appraisals of volunteers as appropriate
* Provide mentoring and support to the Intake team.
* Provide support to Branch Coordinators in conjunction with NALAG CEO as required.
* Facilitate organize speakers for monthly Lunch and Learn education activities to volunteers .

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

* Within professional capacity assist with provision of loss, grief, trauma, adversity and resilience education, awareness activities to communities, professionals and organisations. This is directed by the CEO.
* Foster and promote high quality relationships with community agencies and organisations in conjunction with NALAG CEO and Board.

**4. General Responsibilities**

* Support Intake duties and client assessments..
* Comply with professional development requirements for maintenance of professional registration for your profession. Proof to be provided.
* Attend regular NALAG team meetings, Branch coordinators meetings as directed
* Provide written reports monthly to the CEO for Board meetings.
* Attend professional meetings/ working groups as directed by the CEO/ Board
* Participate when requested by CEO in quality service improvement to improve client care.
* Attend regular professional 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
* Mandatory sign off on NALAG State Board of Management Code of Conduct and Confidentiality Policy and agreement.

**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 three (3) years experience providing direct counselling services to a diverse range of clients and associated loss and grief counselling elements to professional counselling work.
* 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
* Competent use of Microsoft Office suite/Power Diary or undertake training.
* Current drivers licence

**Desirable**

* Competence in online education skills i.e. Webinars, Zoom,
* Supervision qualification or experience in clinical supervision or an ability to meet the criteria to undertake training.
* Training qualifications and or relevant training delivery experience

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