Are you professional enough to work at CanTeen?

Are you free-spirited enough to work at CanTeen?

Information Pack
Counsellor/ Clinical (Psychosocial) Team Leader
About CanTeen

We get it. Just when life should be full of possibilities, cancer crashes into a young person’s world and shatters everything.

We help young people cope with cancer in their family. Through CanTeen, they learn to explore and deal with their feelings about cancer, connect with other young people in the same boat and if they’ve been diagnosed themselves, we provide specialist, youth-specific treatment teams.

By feeling understood and supported, young people develop resilience and can rebuild the foundations that crumbled beneath them when cancer turned their life upside down.

No matter which role you are in, working for CanTeen is how you can be the difference.

Life at CanTeen

Canteen is one of the most highly regarded not for profits in Australia (11th in fact) with one of the most recognisable brands across the country (who doesn’t know about the bandanna?).

Working for CanTeen enables you to make a real difference to young peoples lives. And it’s also a great place to work - with a range of benefits for our employees including a tax-effective salary packaging scheme, a mobile phone, training and development opportunities plus plenty more. We have a culture we are proud of, and want to find more people who share our commitment, enthusiasm and passion!

Through our regular staff surveys, we know that CanTeen is fortunate to have one of the most passionate and engaged workforces in Australia!
What’s this job all about?

Title:
Counsellor/ Clinical (Psychosocial) Team Leader – Newcastle

The nuts and bolts:
Full time, Fixed Term 2 year Contract – 0.6 FTE will be dedicated to counselling duties and 0.4 to psychosocial team leader responsibilities.

Job summary:
We are looking for a Counsellor/ Clinical (Psychosocial) Team Leader to work in our Newcastle Office. As a counsellor you will be responsible for the delivery of counselling services for all young people affected by cancer, in both individual and group format. In addition, you will take the lead role in the provision of clinical support for the psychosocial team.

As the PTL you will ensure that CanTeen’s Psychosocial Model is delivered effectively and is operating within best practice standards, as well as working along side PTLs from other states to ensure consistency and continuity of care, in alignment with CanTeen’s psychosocial strategy. This includes, providing supervision and professional development of psychosocial staff and liaising with the Director of Psychosocial Services.

The position is based in the Newcastle office; however outreach days in different locations may be required from time to time. While the role is predominantly face to face, the team supports young people across Hunter and Northern areas and the counsellor will engage in counselling via a range of mediums including via the Online Support Platform (telephone, chat based and email support).

Is this you:
We are looking for a highly motivated team player with an ability to move projects forward with independence and autonomy. You will have a relevant tertiary qualifications as a Registered Psychologist, Social Worker, Clinically Registered Counsellor. You will have a minimum 3 years post registration experience in the clinical setting and/or counselling service using a number of evidence based interventions (CBT, IPT, ACT, Narrative etc.)

You will be adaptable to change and have experience in delivering therapeutic interventions via at least two of the following modalities: individual, group, family and/or online. Additionally you will also have experience and fluency with using web based technology, including: chat/instant messaging, email, telephone systems, SMS, and client management systems.

The ideal candidate will have proven experience in experience in providing clinical support to allied health and other staff within a multi-disciplinary team context. Also experience in the oncology and/or haematology sector is desirable.

Closing date info:
Applications for this role will close on Thursday, 5th October 2017.
Please email written applications addressing the above selection criteria by close date to careers@canteen.org.au.
Individual Support & Provision Of Counselling

- Assess young people in line with CanTeen’s Psychosocial Model, including providing intake, assessment, individual support planning and periodic reviews at defined intervals
- Respond to enquiries from families, health and education professionals and others including friends and partners of YPLWC that may be relevant to their care. CanTeen’s services engage in family inclusive practice
- Encourage communication between young people and their health professionals
- If applicable, ensure that referrals are made to suitable resources within the local health and non-health-related networks, liaising with family when appropriate
- Deliver counselling services to young people affected by cancer via individual and/or group based interventions; this will primarily involve in-person counselling but will also include some online and telephone counselling and occasional work with the Canteen Online Support Service (email, IM and phone counselling).
- Operate within Canteen’s preferred models of service delivery and/or models endorsed by the Director of Psychosocial Support or the Clinical Governance Committee

Psychosocial Team Leadership:

- Ensure that CanTeen’s Psychosocial Model is delivered effectively and psychosocial staff are operating within best practice standards
- Ensure that Psychosocial Services within NSW are operating consistently with other state and territory teams.
- Oversee the broader psychosocial team in the delivery of psychosocial services to young people who access CanTeen’s services
- Provide front line clinical support to the psychosocial team, including first response support to staff working with psychosocial critical incidents, such as child safety concerns, suicide or self-harm
- Chair weekly Psychosocial Review Meetings
- Liaise with other PTLs and DPS to role out the CanTeen Psychosocial Strategy, including provision of individual and group supervision to local and interstate staff, develop and deliver professional development and training packages for internal staff, facilitating quality assurance practices such as file audits and session observations
- With the Division Manager, map and coordinate support and debriefing for psychosocial staff

Role Specifics

Working Relationships

Reports to: Division Manager (Hunter and Northern)

Positions reporting into this one: None

Key working relationships: Division Manager, Director of Psychosocial Support (DPS), Psychosocial Support Workers (PSW), Programs Officers (PO), Psychosocial Team Leaders (from other states and territories), National Office staff, Members, Volunteers, External stakeholders and general public, GM-Divisions.
Identify and address professional development needs of team members

Establish strong referral, intake and care planning processes in line with CanTeen’s Psychosocial and Referral Process

Provide advice and support to the Division Manager on addressing the psychosocial needs of individual young people living with cancer

Work closely with the Division Manager to establish a strong team-based approach to supporting young people living with cancer

Serve as content expert and champion of CanTeen’s Manualised Psychosocial Programs for the Newcastle Team

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With Manager, ensure team compliance with budget, leave and financial processes

Community liaison and service promotion:

- Liaise with hospital social work and palliative care teams, wards, oncology staff, outpatient clinics, schools and the wider community to establish and build effective cancer, medical and psychosocial networks, and ensure they receive up-to-date information about CanTeen services and activities on a regular basis;

- Work closely with the State Manager to develop formal referral processes with hospitals’ and other key stakeholders that ensure the high quality care and support of individual young people in line with privacy and other legislative requirements

- In collaboration with State Manager and members; develop, engage and increase the State membership and peer support network

Best Practice:

- keep up to date on new areas of best practice, clinical guidelines, and professional requirements.

- attend regular professional group supervision provided by CanTeen and other appropriate courses for professional development as agreed with direct line manager

Selection Criteria

Qualifications

- Relevant tertiary qualifications as a Registered Psychologist, Social Worker or clinically registered Counsellor

- Registration with the Australian Health Practitioner Regulation Agency (AHPRA) or Australian Association of Social Workers (AASW) or Psychotherapy and Counselling Federation of Australia (PACFA)

Knowledge/Skills/Experience

- Minimum 3 years post registration experience in a clinical setting using a number of evidence based interventions (CBT, IPT, ACT, Narrative therapy etc.)

- Experience in delivering therapeutic interventions via at least two of the following modalities: individual, group, family and/or online

- Experience in providing clinical support to allied health and other staff within a multi-disciplinary team context

- Experience and fluency with using web based technology, including: chat/instant messaging, email, telephone systems, SMS, and client management systems.

- Excellent clinical record keeping, administration, reporting and computer skills

- Excellent written and oral communication skills

- Experience working with adolescents, young adults and families affected by a life-threatening illness.

- Strong networking skills that include the ability to build strong interagency networks and present confidently
Desirable
- Experience in the oncology and/or haematology sector
- Experience conducting counselling with families and parents.

Hours of Work
You will work a 37.5 hour week. Standard hours worked are between the hours of 8.00am and 6.00pm, Monday to Friday.
Some weekend or evening work may be required for staff development events and delivery of counselling workshops/groups. CanTeen does have a Time off in Lieu policy for taking leave when hours in excess of the standard working week are worked.

Pre-Employment Checks
As CanTeen’s work involves employees being in direct contact with children and young people, employees are required to complete police and working with children checks, relevant to the State in which they will be employed.

CanTeen will conduct at least two reference checks on successful applicants, and may also require proof of any professional qualifications stated on an application.

General Information
All employees are required to adhere to CanTeen’s Human Resources Policies during the course of their employment.

CanTeen is an equal opportunity employer.