



Position Description

Position Title	Counsellor - Seniors Lifestyle Program (SLP) and Integrated Chronic Disease Management Counselling (ICDMC)
Division / Team	Client Services / Allied Health
Reports to	Seniors Lifestyle Program Team Lead
Agreement / Award	Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2022
Classification	Level 4
EFT / Term	As per contract of employment
Work Location	As per contract of employment
Date Approved	February 2026

About Ballarat Community Health Ballarat Community Health (BCH) provides a wide range of community health and wellbeing services across Ballarat and Western Victoria. We are passionate about improving the health and wellbeing of the communities we support and addressing health and social inequality. We strive for safe, effective, connected, person centred quality services, and advocate to improve systems to bring about positive outcomes for the broader community. Our work is guided by our core values. These values inform how we work with each other, the partnerships we develop, as well as how we collaborate with and support our community. At BCH we believe our people are our greatest asset. We know that developing and retaining a skilled workforce is fundamental to our success. We are committed to nurturing an inclusive, capable and diverse workforce, and creating environments where our people thrive and excel.

Our Purpose Creating healthy communities through the provision of accessible, affordable and quality health and wellbeing services.

Our Leading Principles Address health inequity and inequality
 Improve the health and wellbeing of our community
 Have impact and be sustainable

Values	Respect Valuing other points of view and treating people with respect	Integrity Acting with sincerity and honesty	Courage Strength in the face of challenges
	Resilience The ability to be strong in adversity, and bounce back with renewed hope	Responsibility Being reliable and accountable to others	Optimism Focusing on potential and abilities

Diversity Statement Ballarat Community Health recognises and celebrates the diversity of the community within which we work. We acknowledge the first peoples of Australia and their unique contribution. We welcome and work with people of all ages and health status, of all races, abilities, gender identities, sexual orientations, religious, cultural and linguistic backgrounds and financial status.

Position Summary

The Counsellor – SLP and ICDMC provides therapeutic support and consultation to individuals who are living with chronic disease, psychosocial complexity, or declining functional capacity. Using a person-centred, wellness and reablement approach, the role delivers individualised counselling, brief interventions, and restorative strategies that enable clients to maintain or regain independence, enhance wellbeing, and remain safely connected to their homes and communities.

Working within a restorative care framework, the Counsellor collaborates with clients, families, carers, and multidisciplinary team members to support behaviour change, strengthen coping capacity, address emotional and psychological barriers and promote sustained self-management. The role provides targeted support to people experiencing mild to moderate frailty, with a focus on reducing avoidable emergency presentations, falls risk and functional decline through coordinated, holistic care.

The Counsellor empowers clients and families to understand and manage chronic conditions, navigate the aged care and community health system and access appropriate supports. The position also supports Ballarat Community Health's commitment to diversifying counselling access through state-funded, aged-care funded, and fee-for-service pathways.

Through proactive engagement, evidence-based counselling and collaboration the Counsellor ensures individuals receive timely, goal-aligned and holistic support that improves independence, functional capacity, emotional wellbeing, and overall quality of life.

Principal Areas of Responsibility

Provision of services

- Provide high-quality engagement, assessment, counselling and support to individuals with complex needs and their families using evidence-based approaches including family-inclusive practice, health coaching, motivational interviewing and restorative care principles.
- Conduct comprehensive psychosocial and mental health assessments and reviews (including risk assessments) using appropriate screening and assessment tools.
- Identify client needs, strengths and readiness for change; build motivation for behaviour change and improved self-management.
- Manage a caseload of participants for the Seniors Lifestyle Program throughout their 6-month program involvement, ensuring care plans remain dynamic, responsive and aligned with changes in health, function or personal circumstances.
- Participate in care planning for clients and facilitate the smooth transition of clients through the health care system, liaising with relevant staff and community agencies to ensure continuity of care for individual patients / clients and their families.
- Deliver counselling interventions that support emotional wellbeing, coping strategies, chronic disease management, adjustment to ageing, and maintenance of independence.
- Empower clients to make informed decisions about their health care and psychosocial wellbeing, promoting confidence and self-efficacy.
- Promote and refer clients to support groups, self-management programs and community resources to enhance resilience, prevent deterioration, and encourage ongoing social connection.
- Advocate for clients and their families to ensure access to safe, appropriate and timely supports, including brokerage when required.
- Facilitate referrals to Allied Health, mental health, aged care and community services in line with assessed needs and client goals.

Integrated Care with the Care Navigator & Multidisciplinary Team

- Work closely with the Seniors Lifestyle Care Navigators to support coordinated care planning, timely service navigation and goal-aligned interventions for clients with chronic

disease and frailty. Participate actively in multidisciplinary discussions to ensure holistic understanding of client needs across physical, psychological and social domains.

- Participate in multidisciplinary meetings, case reviews/huddles and shared care planning.
- With the assistance of the Seniors Lifestyle Program Team Lead, support Allied Health clinicians to strengthen their understanding of the psychosocial impacts of chronic disease and ageing.
- In conjunction with the Seniors Lifestyle Program Team Lead and colleagues, review contemporary literature and evidence to recommend service improvement initiatives and best-practice delivery.
- Identify, participate in or support opportunities for research, evaluation, and presentation of findings at relevant workshops, seminars or conferences.

Reporting, Documentation & Compliance

- Complete accurate, timely and high-quality clinical documentation in accordance with BCH policies, practice standards and legal requirements.
- Maintain statistical records and client data to meet organisational and funding requirements.
- Contribute to program reporting, evaluation and quality improvement activities to support service outcomes and continuous improvement.

Scope

- Provide specialist psychosocial support and counselling to individuals with complex health and social needs. Work within a wellness, reablement, and restorative care framework and support clients living with chronic disease, mild to moderate frailty, and age-related challenges to improve functional capacity, maintain independence and enhance wellbeing.
- To follow leadership and management direction and seek advice on all matters outside usual scope of practice.
- Work within clinical guidelines and use judgement to make clinical decisions, seeking support and direction from SLP Team Lead
- Work under general direction and within established program guidelines and procedures.
- Able to make clinical judgements and treatment recommendations within scope of applicable qualification/registration
- Practice in a manner consistent with the requirements of the relevant professional registration requirements and relevant registration board.
- Continuing education to keep abreast of changes.

Organisational Responsibilities

- Be aware of and perform all duties in accordance with the organisation's stated policies and procedures
- Understand practice frameworks relating to the Multi Agency Risk Assessment and Management (MARAM) framework and Information Sharing Schemes
- Establish and maintain cooperative working relationships with staff and ensure alignment with the BCH values at all times
- Work within professional boundaries and relevant scope of practise at all times
- Maintain relevant professional registration
- Work cooperatively across the teams to provide a comprehensive coordinated health promotion service
- Attend approved professional development sessions and keep up to date with current developments, theories and practises in the field
- Participate in compulsory BCH training programs
- Ensure that client and staff confidentiality is respected and upheld at all times
- Attend and actively participate in meetings as required

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- Represent and promote Ballarat Community Health appropriately, taking into consideration BCH advocacy statements and values
 - Participate in performance development plans and supervision
 - Participate in the organisation's continuous quality improvement programs and activities
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Qualification requirements

- Tertiary qualifications in Counselling or Social Work and eligibility for registration with Australian Association of Social Workers (AASW) or Psychotherapy and Counselling Federation of Australia (PACFA) or Australian Counselling Association (ACA)
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Key Selection Criteria

1. Experience:

- Demonstrated experience (minimum 3 years preferred) in Social Work, Counselling, or a related discipline, including work in health, community, or aged-care settings.
- Proven Ability to conduct comprehensive assessments (including psychosocial, risk, functional and readiness-to-change assessments) and implement evidence-based interventions for individuals with chronic disease, frailty or complex psychosocial needs.
- Experience providing counselling, behaviour-change support, health coaching and motivational interviewing within wellness, reablement and restorative care frameworks.
- Demonstrated capability to manage a diverse caseload over a defined care period, maintaining responsive, person-centred care.
- Experience supporting staff or teams through mentoring, and capacity-building in chronic disease management, early intervention, and self-management principles.
- Proven ability to communicate and work with a diverse range of people experiences; including but not limited to; Elder Abuse, mental health, social isolation, functional decline, cognitive decline and financial disadvantage.
- Experience with working with older people and/or participants with complex needs is desirable.

2. Interpersonal Skills:

- Strong ability to build therapeutic rapport, demonstrate empathy, utilise active listening and work in a client-centred and strengths-based manner with older adults, families, and carers.
- Proven skills in advocating for clients, navigating aged-care and health systems, and strengthening support networks across allied health, nursing, GPs, and community providers.
- Demonstrated understanding of multidisciplinary team processes and effective collaboration across programs, disciplines, and service streams.
- Demonstrated professionalism, integrity, and accountability in decision-making, with commitment to dignity, autonomy, and culturally safe practice.
- Ability to maintain client privacy and confidentiality

3. Written Communication:

- High-level written communication skills, including the ability to produce clear, concise clinical documentation, care plans, reports, assessments and funding-related data.
- Ability to translate clinical observations and psychosocial insights into structured, goal-aligned care plans and progress summaries.

4. Computer Skills:

- Strong knowledge of and ability to use the Microsoft Office Suite and Windows based programs and database management systems
- Familiarity with clinical management software and technology, PRODA and My Aged Care.

5. Organisational Skills:

- Demonstrated ability to work both autonomously and collaboratively, prioritise competing tasks and manage deadlines within a fast-paced, multi-service environment.
- Ability to proactively monitor, evaluate and adjust own performance, demonstrating reflective practice and commitment to continuous quality improvement.
- Capacity to participate in multidisciplinary meetings, contribute to research or quality initiatives and support service innovation aligned with restorative and reablement principles.

6. Alignment with BCH values:

- Ability to align with the BCH values in all areas of work
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Conditions of Employment and other relevant information

- The successful applicant will be required to maintain a current driver's licence.
 - BCH strongly supports Equal Opportunity and Access to Services, and requires all staff to be sensitive and inclusive of individual needs including but not limited to cultural, religious and sexual orientation.
 - The successful applicant will be required to undertake a police records check. Appointment is subject to the outcome of this check.
 - The successful applicant will be required to obtain and maintain a valid employment Working with Children Check whilst employed in this position.
 - The successful applicant will be required to obtain and maintain a valid NDIS Worker Screening Check whilst employed in this position.
 - Prior to being appointed to this position it is required that there is a full disclosure of any pre-existing injuries or disease that might be affected by employment in this position.
 - BCH reserves the right to vary the location of the position according to the needs of BCH and its clients and any future changes to the BCH's areas of operation.
 - Management may alter this Position Description if and when the need arises. Any such changes will be made in consultation with the affected employee(s). Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive.
 - Salary sacrifice arrangements are available to all staff subject to BCH's ongoing Fringe Benefits Tax exempt status.
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