

# Position Description

Title	Counsellor
Location	Nationwide EAP Offices
Reports To	Team Lead
Direct Reports	No

## About Habit Health

Our purpose is to support people in their community to optimise health and live their best life. We support people on mental and physical health journeys, helping them restore function, grow stronger, re-establish, and grow social, whanau and/or spiritual connections, be safe at work, gain independence and learn how to manage their pain.

We pride ourselves on being the best option in New Zealand for organisations looking for integrated health services at scale.



## Position Purpose

Counsellors provide effective and efficient counselling and support service to EAP Services client companies and their employees. Counsellors focus on providing support to understand and overcome a broad range of life and work issues that someone may be struggling to cope with.

Counsellors deliver focused counselling interventions through

- personal counselling support to clients via in person, telephone, and video sessions.
- client organisation site visits to provide individual and group support after an event disruption.

## Key Accountabilities

### Deliver focused counselling interventions

- Provide personal counselling support to clients via in person, telephone, and video sessions.
- Visit client organisation sites to provide individual and group support after an event disruption.
- Ensure all counselling support services are provided within the professional standards and ethics as required by their professional associations.
- Identify and discuss any trends and patterns in client presentations, with their Clinical Lead, that may impact on the client organization.
- Ensure that all individual clients who present at Level 4 or Level 5 on EAP Services (Impact Level assessment) are discussed with your Clinical Lead.
- Undertake any EAP based research as required.
- Provide any written reports or material in a professional and timely manner.
- Undertake regular supervision as required by your professional membership body.

## General Accountabilities

- Undertake any other duties at the request of the manager, which are commensurate with the role including
- project work and absence cover.
- Ensure that services are delivered in line with Habit Health values, standards, and other guidelines and contractual requirements.
- Understand and apply the principles of the Te Tiriti o Waitangi
- Adhere to the policies and procedures.
- Adhere to the Delegation Authority Framework, and Limitation of Authorities (if any) Framework.
- Undertake training as relevant to your position.
- Participate in surveys and audits as necessary in order to enable the Company to meet its statutory requirements.
- Manage key working relationships (internal and external).
- Adhere to the professional standards of the relevant statutory body if applicable





## Key Performance Indicators

### Deliverables

- BAU – Consistently deliver accountabilities as outlined in this position description.
- Objectives – Discussed, confirmed, and documented as part of the annual performance review cycle. This may include:
  - Metrics
  - Projects
  - Process improvement initiatives
  - Other stretch objectives

### Core Behavioural Competencies

Please refer to SharePoint for the full descriptors.

<p>Customer focus*</p>  <p>Act with the customer in mind and ensuring the customer is at the centre of everything you do.</p>	<p>Motivation to achieve</p>  <p>Be action-oriented and respond positively to challenges and opportunities.</p>	<p>Teamwork</p>  <p>Work together constructively and put the team ahead of individual success.</p>	<p>Leadership**</p>  <p>Provide clear direction and build commitment within the team to achieve Habit Health objectives.</p>
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\*Customer is encompassing of all customer groups eg. Internal teams, clients, stakeholders etc.

\*\*Only applies to people managers and roles on pathway to leadership.

### Culture

Exemplify our vision, purpose, and values in everything that you do.

## Health and Safety

Habit Health are committed to providing a safe and healthy working environment for all staff, including contractors.

You are responsible for:

- taking reasonable care of your own and other's health and safety and being mindful of the effect of your actions (or lack of action) on the health and safety of others.
- actively maintain up to date knowledge of health and safety procedures available on SharePoint and complying with reasonable instructions, policies and procedures to ensure Habit Health are able to comply with the Health and Safety at Work Act 2015 and relevant regulations.
- identifying and reporting hazards, risks, injuries, illness and incidents (including near misses) that arise from your work or in the workplace and eliminating or mitigating health and safety risks so far as reasonably practicable and consulting with others in doing so eg. manager or health and safety representative (or other contact as appropriate).

## Qualifications, Knowledge, Skills and Experience

Example

- Mandatory professional registration and/or practicing certificate: NZAC or equivalent.
- Tertiary level counselling qualification.
- Sound generic counselling skills with the ability to adapt approach to the client needs.
- Cultural understanding with the ability to respond sensitively to clients of all cultures.
- Knowledge of trauma intervention, including individual and group psychological first aid.
- Ability to manage multiple clients and priorities in a fast-paced working environment.
- Excellent interpersonal skills.
- Ability to research and analyse a topic and produce relevant resource material.
- Ability to write succinctly and clearly.
- Intermediate to advanced computing skills

ISSC Counsellor

- Trauma management care specific to ISSC clients.
- Undertake any ISSC or EAP based research as required.