

POSITION DESCRIPTION

Position Title	Counsellor (Disaster Recovery Program)
Location	Townsville and Region
Work Unit	Social and Emotional Wellbeing (SEWB)
Position Reports To	Manager Social and Emotional Wellbeing
Positions Responsible For	Nil
Award Reference	Health Professionals and Support Services Award 2020
Date of Approval	December 2025

About TAIHS

TAIHS is an Aboriginal and Torres Strait Islander community controlled and managed corporation. With approximately two hundred employees and an operating income of \$30m generated from Commonwealth and State funding bodies. The organisation supports communities in the Townsville, Ingham, Burdekin, Charters Towers and Hughenden areas.

TAIHS provides a holistic primary health care service incorporating a bulk-billing general practice medical clinic, a dental clinic, an individual support and advice service, mental health counselling, community health screening and health promotion activities. TAIHS also provides a range of community services, including crisis accommodation, child safety and early family intervention programs, and specialist services for young people.

In addition to the operation of comprehensive primary health services and the provision of a range of community services, TAIHS seeks to improve health and social outcomes for the community through strategic partnerships advocacy for needs, promotion of awareness and education in improved health and social practices, the promotion of knowledge and understanding of underlying issues to address the unique patient and client needs and the development of evidence-based practices.

Our Vision – “TAIHS ... More than a Health Service”

To “strive to provide a truly comprehensive model of care that responds to the physical, social, emotional, cultural and spiritual needs of our people”.

Our Purpose

Lead the way in providing culturally accessible, integrated health and social support services to our people so that they can live healthier, stronger, and longer lives, preserving our oldest surviving culture for future generations.

Our Values

- **Cultural Governance...** *Responsive, Leadership, Integrity*
- **Accountable...** *Respect, Responsible, Outcome Focused*
- **Collaborative...** *Partnerships, Integration, Engaged*

- **Innovative...** *Creative, Courageous, Sustainable*
- **Evidence-Based...** *Ethical, Transparent, Improvement*
- **Empowerment...** *Advocate, Motivate, Communicate*

Our Strategic Pillars

- **Access and Capability** – *improving access to high quality, inclusive health and human services that are culturally safe and responsive*
- **Innovation and Transformation** – *translating knowledge into action by championing creative approaches to planning, designing and delivering health and human services*
- **Culture and Community** – *reflecting Aboriginal and Torres Strait Islander people's cultural values throughout the organisation's policies, practices and relationships*
- **People** – *strengthening and empowering our capability, practices, and every community member to engage in culturally responsive ways*
- **Sustainability and Governance** – *strengthening and enhancing our foundation for long success, stewardship and influence*

Our Services

Corporate Services



Primary Care



Community Services



Your Contribution

The Counsellor provides high-quality, trauma-informed emotional and psychological support to individuals and communities affected by disasters under the Disaster Recovery Funding Arrangements (DRFA). The role contributes to community recovery by delivering counselling, psychosocial interventions, referrals, and practical wellbeing support, while promoting resilience, safety, and connection. The Counsellor works collaboratively with local services, recovery partners, and community networks to ensure people receive timely, holistic, and culturally safe care.

Key Responsibilities and Accountabilities

Duties & Responsibilities

- Provide trauma-informed, evidence-based counselling to individuals, families, and groups impacted by disasters, in the Burdekin, Charters Towers, Hinchinbrook and Townsville regions
- Conduct psychosocial assessments, risk assessments, and safety planning as required
- Develop and implement client-centred support plans with clear goals and interventions
- Offer brief interventions, emotional support, debriefing, and practical strategies to manage distress
- Deliver services in a range of settings including clinics, outreach locations, community hubs, and via telehealth.

Community Recovery Support

- Participate in community outreach, events, and recovery activities to promote engagement and accessibility
- Provide psychoeducation on stress, trauma, coping, and recovery
- Contribute to community capacity-building initiatives
- Identify emerging community needs and escalate concerns to Program Manager

Coordination and Referral

- Ensure effective referral pathways with GPs, mental health services, social support agencies, and emergency recovery partners
- Liaise with internal teams and external stakeholders to ensure integrated and holistic support
- Advocate for clients and follow up to ensure continuity of care.

Documentation and Compliance

- Maintain accurate, timely, and confidential client records in accordance with organisational policy and DRFA requirements
- Collect service delivery data to support reporting and accountability obligations under the funding agreement
- Adhere to clinical governance frameworks, ethical guidelines, and professional standards.

Professional Practice

- Engage in regular clinical supervision, case review, and reflective practice
- Participate in training, team meetings, and professional development
- Contribute to quality improvement activities related to service delivery and disaster recovery processes.

ALL employees have a commitment to adhere to the following:

- Work collaboratively with other team members and the wider TAIHS community in a manner that fosters positive reputation, relationships and workplace culture
- Work within legal, ethical and professional frameworks
- Ensure a commitment to all lawful and reasonable directions
- Actively endeavour to meet personal performance expectations and standards
- Participate in relevant meetings (organisation and team)

- Participate in required training and professional development programs
- Actively monitor, review and assist with improvements to policy, procedure, process and practice across TAIHS - All employees share the authority and responsibility of identifying non-compliances or possible improvements and recording these instances such that corrective or preventive action can be taken, to rectify the immediate situation and to prevent recurrence
- Commit to self-development and self-awareness to support professional growth
- Work in accordance with the TAIHS Code of Conduct and values, workplace health and safety legislation, confidentiality policies and all other relevant policies, procedures and processes
- Undertake other duties as reasonably directed

Please note that the duties outlined in this position description are not exhaustive and only provide an indication of the work involved. To achieve business needs TAIHS can direct you to perform duties which it considers are within your level of skill, competence and training.

Working Relationships

This position reports directly to the Manager Social and Emotional Wellbeing and works collaboratively with peers.

Delegations

As outlined within the Delegations Register.

Required Qualifications and Experience

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- Tertiary education/qualification in Social Work/Psychology, Counselling or related discipline
- Minimum 2 years' experience within the field
- Demonstrated experience providing counselling or psychosocial support, preferably in trauma, crisis, or disaster recovery contexts
- Strong understanding of trauma-informed practice, grief and loss, and psychological first aid principles
- Knowledge of local social support systems, community networks and mental health services
- Experience in group facilitation or community development
- Ability to deliver professional innovative, quality client services within appropriate timeframes
- Awareness of Aboriginal and Torres Strait Islander cultures, history and the issues affecting the lives of TAIHS client group - Cultural Competence
- Excellent interpersonal skills, cross cultural communication skills and report writing skills.

Required Licenses and Checks

- Ability to pass a National Police Check – no Serious/Criminal/Court Records
- Current Blue Card (Queensland's Working with Children Check) (or AHPRA registration if required)
- Current C Class Drivers Licence (Qld)
- Proof of qualifications and current registration (as appropriate) are to be provided prior to commencement of employment
- Ability to perform the physical requirements of the role in a safe manner
- Ability to work flexible hours during peak recovery periods or community events.
- Offer of the position may be subject to a pre-employment medical assessment to support the selection process.

Required Attributes

- Ability to show initiative, discretion and good judgement in carrying out clinical duties
- Ability to work independently without close supervision and to adapt to unexpected changes
- Proven ability to be adaptable with competing demands in the workplace
- Proven ability to work cooperatively as a member of an interdisciplinary team and show support and respect for colleagues
- Commitment to the principals of confidentiality
- Ability to foster positive relationships

Practical Requirements

- Work outside of normal hours of duty may be required
- Travel across the region may be required
- Ability to perform the physical requirements of the position in a safe manner

Conditions and Benefits of the Position

TAIHS provides access to an employee assistance program and access to learning and development opportunities. Your employment experience with TAIHS will include work-life balance with competitive salary and benefits, leave entitlements, career progression opportunities and the chance to make a difference to the people and communities.

TAIHS is committed to building an inclusive culture that respects and promotes human rights and diversity. The position involves working with a multicultural organisation where the majority of employees, clients and stakeholders identify as Aboriginal or Torres Strait Islander. Employees demonstrate an understanding of the issues affecting Aboriginal and Torres Strait Islander people communicate effectively and empower Aboriginal and Torres Strait Islander people.

TAIHS acknowledges that we respectfully journey together to aspire to be a culturally capable organisation. We are an inclusive, equal employment opportunity employer and place value on our diverse workforce. We encourage applicants representing all genders, ethnicities, ages, languages, sexual orientations, people with a disability, and those with family responsibilities to apply.