

Telehealth Emotional Well Being Counsellor

Position Description

Reports to:	Head of PanSupport
Location:	Heidelberg, Melbourne & Work from home
FTE:	2 days per week
Employment Status	Contract until 30 June 2027

Position Purpose

The role of Telehealth Emotional and Well Being Counsellor at Pancare will focus on the delivery of high-quality counselling services, and grief, loss and bereavement services tailored specifically to address the needs of patients and caregivers affected by upper gastrointestinal (GI) cancers. The role is intended to optimise the care and emotional health outcomes for patients, caregivers (or carers) and family members receiving support from the Pancare Foundation. This service contributes significantly to the overall support and care provided by the multidisciplinary Pancare team.

The Telehealth Emotional and Well Being Counsellor position is managed by the Pancare Foundation and funded through the Department of Health and Aged Care's Australian Cancer Nursing and Navigation Program (ACNNP)

The ACNNP represents a significant reform which will deliver improved cancer outcomes, across the cancer continuum, ensuring all people with cancer have access to high quality and culturally safe care, irrespective of their cancer type or location. Pancare Foundation is an implementation partner of the ACNNP and has been funded to deliver a specialist upper GI cancer telehealth service to support the unique needs of people with upper GI cancer.

About Pancare Foundation

Pancare Foundation is one of Australia's leading charities committed to fighting Upper Gastrointestinal cancers.

PanSupport Patient and Carer Services team to provide supportive care and navigation at various stages of the patient and/or carer cancer journey – from diagnosis, active treatment, palliative care and survivorship through to end-of-life care and grief and bereavement.

We also fund world-leading research to increase survival and improve treatment options.

Our vision: a world free from Upper GI cancer.

Our values:

“I CARE” is the culture that underpins every interaction we have with each other, the people we support and the solid foundation we build for Pancare to thrive.

Innovation: We embrace innovation at every level from the research we fund, to the people we assist, to the way we operate our business. We are evolutionary, agile, proactive and strive for continual improvement.

Compassion: We express kindness, empathy and compassion in all that we do. We care deeply for our cause, the people we support and each other.

Accountable: We are trusted, empowered and accountable for our contribution, performance, and outcomes. We celebrate our achievements (big and small) and learn from our mistakes.

Respectful: We express ourselves through open, honest and respectful communication. Everything we do is founded on connection, credibility, trust and professionalism; underpinned by a deep and genuine respect for people.

Energy: We are driven by our collaborative energy, resilience and motivation to make a difference. We are propelled by our shared vision of improving pancreatic & upper GI cancer survival rates and remain committed to achieving our goals.

Key Responsibilities

The key responsibilities of the role include (but are not limited to):

Working with patients and carers via telehealth:

- **Assessment:** Taking a medical, social, emotional history. History of present condition. Goals. Detailed assessment of current problems.
- **Information Provision:** Provision of verbal, written, audio/visual information.
- **Care Advocacy:** Verbal information/education/assistance with understanding of health system processes, verbal/practical assistance with forms, advocating for appropriate care.
- **Education:** Verbal/written/audio/visual education on any aspect of illness experience.
- **Emotional Support:** Acknowledgement, reassurance, validation, active listening pertaining to emotions.
- **Referral:** Any referral activity such as written/verbal referrals to other members of the MDT both internal and external, discussion of potential referral.
- **Financial assistance:** Discussion of financial assistance, facilitation of financial assistance.
- **Therapeutic Counselling Intervention:** Any activity during a counselling session that has a therapeutic purpose.
- **Review:** Discussion/arrangement of follow up.
- Obtain information from patients and carers to maintain the PanSupport minimum dataset.
- Document all information according to PanSupport policy.

Experience, skills and qualifications

The following are the minimum qualifications, skills and experience which an individual needs to successfully perform the duties and responsibilities of this position.

- Must be qualified and trained in counselling and/or therapy e.g. Bachelor's Degree, Master's Degree, Graduate Diploma or similar in Counselling, Psychology or other related field).
- Minimum of 5 years working as a counsellor
- Must have experience in cancer care and/or chronic illness support to assist continuum of illness, including bereavement.
- Ability and willingness to learn and understand extensive information about upper GI cancer
- Excellent organisational skills, strong attention to detail and the ability to multi-task.
- Excellent verbal and written communication and interpersonal skills.
- A strong sensitivity and compassion for those affected by upper GI cancers.
- Outstanding customer service skills
- Must have familiarity with software programs including Zoom, Microsoft Teams and Salesforce.
- Demonstrated ability to practice in accordance with the relevant codes of conduct and standards of practice (e.g. Australian Counselling Association Code of Ethics and Practice).

Position description last updated.

June 2024