

# Asian Helpline Counsellor

## Asian Family Services

<b>Reporting To</b>	Clinical Practice Leader
<b>Region</b>	Asian Family Services
<b>Location</b>	Auckland
<b>Staff</b>	None
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>Graduate qualifications from New Zealand recognised tertiary institution in counselling, applied mental health sciences, psychology, psychotherapy, social work, public health, occupational therapy, or nursing</li> <li>Qualifications in CBT or ACT an advantage</li> <li>Member of appropriate professional body</li> <li>Full and clean Driver's License</li> </ul>
<b>Purpose</b>	<ul style="list-style-type: none"> <li>Provide clinical and therapeutic support to Asian individuals, families and affected others experiencing harm from problem gambling and related co-existing issues such as mental health, drug and alcohol use and family wellbeing</li> </ul>
<b>Hours and Conditions of Work</b>	<ul style="list-style-type: none"> <li>0.2 FTE Asian Helpline (Permanent)</li> <li>Some travel for staff meetings</li> <li>Children's Worker – police vetting check must be undertaken every 3 years</li> </ul>
<b>Key Performance Indicators</b>	
Counselling - General	<ul style="list-style-type: none"> <li>Answering helpline calls and delivering brief interventions over the phone</li> <li>Do robust assessment to Asian helpline callers and facilitate appropriate referrals to suitable AFS services or external providers if support required can't be met by AFS services</li> <li>Liaise and support other Duty counsellors in providing support that will meet the needs of the Asian helpline clients</li> <li>Complete necessary documentations via Clintech and other organisational communication in a timely manner</li> </ul>
Service Promotion	<ul style="list-style-type: none"> <li>Engage effectively with the Asian community including the mental health and addictions sector to support gambling screening in a wide range of organisations and to improve access to problem gambling services</li> <li>Build relationships with Asian mental health, addictions and health and social services to increase referrals</li> <li>Develop relationships with organisations that work with people experience gambling harm and related issues to encourage help seeking behaviour for Asian people to support achievement of the Vision</li> <li>Lead Asian projects that will improve the quality of services for Asian clients and that will improve the operational performance of AFS</li> </ul>
<b>Skills and Experience</b>	
Counselling	<ul style="list-style-type: none"> <li>Minimum 3 years practice experience</li> <li>Knowledge of a wide range of assessment and screening tools</li> <li>Experience in harm minimisation and non-abstinence-based approaches</li> <li>Experienced in working with Asian Peoples as clients and communities</li> <li>Knowledge of Asian treatment models of care essential</li> <li>Ability to practice holistic models of care</li> </ul>

	<ul style="list-style-type: none"> <li>• Willingness and/or experience in working in Prisons and with Probation services</li> </ul>
Relationship management	<ul style="list-style-type: none"> <li>• Knowledge of the mental health and addictions sector</li> <li>• Proven local networks with Asian communities and providers</li> <li>• Ability to engage and communicate well with community leaders, C4 sector (Pubs and Clubs Trusts and venues) and health professionals</li> <li>• Experience working with Māori, Pasifika, and Youth</li> <li>• Ability to work with diverse patients and staff population</li> <li>• Ability to work closely and collaboratively with key stakeholders</li> </ul>
Legislation	<ul style="list-style-type: none"> <li>• Understanding of key legislation such as the Privacy Act, Mental Health and Disability Act, Vulnerable Children’s Act, The Health and Safety Act 2015, Human Rights Act 1993</li> </ul>
Service Promotion	<ul style="list-style-type: none"> <li>• Experience in engaging effectively with the mental health and addictions sector</li> <li>• Ability to build relationships with mental health, addictions and PHOs to increase referrals</li> </ul>
<b>Workplace Competencies</b>	
Teamwork	<ul style="list-style-type: none"> <li>• Participates in and leads team projects and supports colleagues achieve the Vision and Mission of AFS</li> <li>• Maintains open dialogue with line manager</li> <li>• Shows initiative and able to work in a sole-operator role for extended periods of time</li> </ul>
Computer Literacy	<ul style="list-style-type: none"> <li>• High level of competency with Microsoft Office 2013 Suite (Outlook, Word, Excel, PowerPoint, One Note etc.) and with database systems</li> <li>• Able to use Skype tools to facilitate engagement with the team</li> </ul>
Health and Safety	<ul style="list-style-type: none"> <li>• Understands and complies with health and safety requirements</li> </ul>
Quality Management	<ul style="list-style-type: none"> <li>• Works to the standard of the Quality Management System</li> </ul>
Cross-cultural understanding	<ul style="list-style-type: none"> <li>• Supports and promotes cross-cultural understanding inside the organisation</li> <li>• Bi-lingual speak one of the required Asian languages (Mandarin, Japanese, Korean, Hindi)</li> <li>• Knowledge of Asian cultural</li> <li>• Be able to work cross-culturally both with clients and colleagues</li> </ul>
Treaty of Waitangi	<ul style="list-style-type: none"> <li>• Understands the principles of the Treaty of Waitangi and its impact of work practices and service delivery</li> </ul>
Values	<ul style="list-style-type: none"> <li>• Walks the talk of the Values of Asian Family Services</li> </ul>
<b>Key Relationships</b>	
Internal	<ul style="list-style-type: none"> <li>• Practice Leader</li> <li>• AFS team</li> </ul>
External	<ul style="list-style-type: none"> <li>• Asian Community Leaders</li> <li>• Asian Community Associations</li> <li>• Key Asian NGOs</li> <li>• Mental health and addictions workforce</li> <li>• Clients, their family/whanau</li> <li>• Non-Government Mental Health Organisations</li> <li>• Other Health Services as required</li> </ul>