

ADRA Australia Limited

Uplift Senior Counsellor – Logan

Commitment: Part-time (16 hours per week)

Contract End Date: 11 Oct 2027

Location: 31 Station Road, Logan, Central Queensland 4114



About the role

ADRA Australia is seeking a qualified and experienced **Uplift Senior Counsellor** to join the team at the **ADRA Logan Community Centre** on a part-time basis.

The Uplift Senior Counsellor plays a key role within **Uplift**, ADRA Logan's workplace skills mentoring program, by providing individual counselling and wellbeing support to participants facing personal, emotional, and psychological challenges. Working closely with the Uplift Caseworker and broader team, the Senior Counsellor will support participants to build resilience, develop coping strategies, overcome barriers to employment, and strengthen their capacity to successfully complete the program and transition into work.

The role is responsible for delivering trauma-informed counselling services, conducting participant assessments, managing risks and safeguarding concerns, maintaining confidential client records, and supporting participants to access specialist or ongoing support where required. The Senior Counsellor will also contribute to program development, service evaluation, reporting, and collaborative case management to ensure positive outcomes for participants.

It is expected that the Uplift Senior Counsellor will demonstrate and promote confidentiality, professionalism, integrity, compassion, social justice, teamwork, and respect for client dignity and independence. The successful applicant will be committed to ethical practice and will work in alignment with ADRA Australia's values and mission.

The successful applicant will be passionate about supporting vulnerable and disadvantaged individuals, enabling them to overcome barriers, improve their wellbeing, and achieve greater independence through employment and community participation. They will bring a collaborative approach, strong counselling expertise, and a commitment to delivering person-centred support within a faith-based community services environment.

About ADRA Australia

The Adventist Development and Relief Agency (ADRA) is the official humanitarian agency of the Seventh-day Adventist Church. As part of the global ADRA network which reaches into more than 118 countries, we are motivated by our faith, to enable people and communities in Australia, New Zealand, the South Pacific, Asia and Africa to improve their health and livelihoods and assist people to prepare for and recover from disasters around the world.

Our Values - We conduct our work by being:

Connected - working collaboratively for the best outcome for those living in poverty or distress.

Courageous - persevering through challenging situations.

Compassionate – empathising with the communities we work with and with each other.

About the Uplift Program

Uplift is a workplace skills mentoring program delivered by the **ADRA Logan Community Centre**. The program provides tailored support to individuals facing barriers to employment, helping them develop workplace skills, confidence, and readiness for future employment opportunities. Through practical training, mentoring, wellbeing support, and work experience opportunities, Uplift aims to empower participants to achieve sustainable employment outcomes and increased social and economic participation.

Selection Criteria

Essential

1. **Degree qualification in Counselling, Psychology, Social Work or a related discipline**, with eligibility for membership with a relevant professional association (e.g. ACA, PACFA, AASW or equivalent).
2. **Demonstrated experience providing individual counselling and psychosocial support** to individuals experiencing personal, emotional, psychological or social challenges.
3. **Sound knowledge and application of trauma-informed, strengths-based and person-centred approaches** to client support.
4. **Experience conducting client assessments**, identifying support needs, and developing appropriate intervention and referral plans.
5. **Demonstrated ability to identify, assess and respond to risk, safeguarding and wellbeing concerns**, including managing situations requiring immediate intervention.
6. **Strong understanding of professional ethics, confidentiality, privacy legislation and record-keeping requirements** relating to counselling practice.
7. **Excellent interpersonal and communication skills**, with the ability to build rapport and work effectively with people from diverse cultural, social and economic backgrounds.
8. **Proven ability to work collaboratively within a multidisciplinary team**, contributing to case discussions, coordinated support planning and participant outcomes.
9. **Well-developed administrative and organisational skills**, including maintaining accurate client records, preparing reports and managing competing priorities.
10. **Commitment to ADRA Australia's values, mission and ethos**, with a passion for supporting vulnerable individuals to improve their wellbeing and achieve greater independence.

Desirable Criteria

1. **Experience working with individuals facing barriers to employment**, including long-term unemployment, social isolation, low confidence, trauma or other complex life circumstances.
2. **Knowledge of local community services and referral networks**, with established relationships across health, mental health and community support sectors.
3. **Experience contributing to program development, service evaluation, outcome measurement or continuous improvement initiatives** within a community services setting.

Key Competencies

- **Working with People** – Demonstrates an interest in and understanding of others; Adapts to the team and builds team spirit; Recognises and rewards the contribution of others; Listens, consults others, and communicates proactively; Supports and cares for others; Develops and openly communicates self-insight.
- **Adhering to Principles and Values** - Believes in strong principles; upholds ADRA's values; promotes and defends equal opportunities, builds diverse teams; encourages organisational and individual responsibility towards the community and the environment.
- **Relating and Networking** – Establishes good relationships with colleagues; builds wide and effective networks of contacts inside and outside the organisation; relates well to people at all levels; Uses humour appropriately to enhance relationships with others.
- **Writing and Reporting** – Writes convincingly; writes clearly, succinctly and correctly; avoids the unnecessary use of jargon or complicated language; writes in a well-structured and logical way; structures information to meet the needs and understanding of the intended audience.

- **Delivering Results** – Focuses on individual's needs and satisfaction; sets high standards for quality and quantity; monitors and maintains quality and productivity; works in a systematic, methodical and orderly way; consistently achieves project goals.

Other Requirements

- At the time of application, the successful applicant will already have the legal right to live and work in Australia.
- Commitment to abide by the ADRA Australia Code of Conduct and organisational policies and procedures. A copy of relevant policies is available on request.
- ADRA Australia takes the prevention of sexual misconduct, harassment, and child protection seriously and screens applicants for suitability. The successful applicant will be required to obtain a police check for each country in which the individual has lived for 12 months or longer over the last five years, and for the individual's country of citizenship (including dual citizenship holders). The successful applicant will need to provide their consent to a criminal record check. ADRA Australia recognises that in limited instances it may prove impossible to obtain a reliable criminal record check. In such circumstances a statutory declaration outlining efforts made to obtain foreign police check and disclosing any charges and spent convictions may be accepted.
- Applicants will be requested to disclose whether they have had a substantiated Sexual Exploitation Abuse or Harassment claim of any nature made against them in Australia or overseas. This is included in the Job Application Form.

How to Apply

To apply, candidates should address the selection criteria in their application letter providing examples of past experiences and qualifications. There is no closing date, however we will be interviewing suitable candidates as they apply. Please forward your letter and resume, along with the names of three work-related referees to: hr@adra.org.au.

If you have questions or need further information, please contact: Kuren Galant, ADRA Australia, Phone +61 2 9473 9503 or email hr@adra.org.au.

ADRA Australia is an Equal Employment Opportunity (EEO) employer.

The appointing body reserves the right to fill this position at its discretion.

(Job Description following)

Position Title:	Uplift Senior Counsellor
Department:	ADRA Community Centre (Logan)
Reports To:	Centre Manager, ADRA Community Centre Logan

Full / Part Time:	Part-time – (16hours per week) Contract End Date: 11 October 2027
Revised Date:	30 September 2026

Purpose of Position: *A basic statement that describes the intent of the position.*

Uplift is ADRA Logan's new workplace skills mentoring program. The role of the Uplift Senior Counsellor is to provide wraparound emotional and psychological support to Uplift participants referred by the Caseworker. Through individual support sessions, the Senior Counsellor will help participants build resilience, develop coping strategies and address personal challenges such as low self-confidence, stress, social isolation and trauma, supporting their engagement, retention and successful completion of the program and their transition towards employment.

Behavioural Expectations: *Our code of Conduct - How we do things in our organisation that underpins our values.*

ADRA Australia/New Zealand Code of Conduct and related policies. It is expected that the Senior Counsellor will demonstrate and promote confidentiality, punctuality, social justice, client independence, compassion, teamwork, commitment, creativity, openness, forgiveness, integrity, honesty and transparency, and will practise in line with the ethical standards of their professional body.

Key Competencies: *The competencies, qualifications, skills and experience the person needs to do the role successfully.*

The Senior Counsellor will hold tertiary qualifications in counselling, psychology, social work or a related discipline, with at least three years' post-graduate experience in field work, and be registered with or eligible for membership of a relevant professional body (such as ACA, PACFA or AASW). The role requires experience in individual counselling and trauma-informed practice, including supporting people experiencing long-term unemployment, social isolation or complex personal challenges. The Senior Counsellor will be competent in leadership, problem solving, risk assessment and interpersonal relationships, have very good communication and organisational ability, and be collaborative, flexible, innovative and analytical.

ADRA Competency Framework: 2.1 Working with People, 2.2 Adhering to Principles and Values, 3.1 Relating and Networking, 4.1 Writing and Reporting, 6.2 Delivering Results and Meeting Individuals' Expectations

Key Responsibilities: *The things that the person needs to be responsible for to successfully fulfil the obligations of this position.*

Area of Responsibility Groupings or areas of responsibility	Actions / Tasks / Objectives What has to get done in this area	Measures of Success / KPI's How job performance will be measured
COUNSELLING SUPPORT	<ul style="list-style-type: none"> Accept referrals from the Caseworker and conduct an initial assessment with participants identified as requiring additional emotional and psychological support. Provide individual support sessions to help participants build resilience, develop coping strategies and address challenges such as low self-confidence, stress, social isolation and trauma. Provide timely and accessible support, scheduling sessions around training and work experience activities. Identify and respond to risk and safeguarding concerns in line with ADRA policies and duty-of-care requirements. Support longer-term wellbeing by linking participants with ongoing or specialist services where needed before they exit the program. 	<ul style="list-style-type: none"> 100% of referred participants are offered a first session within 5 business days of referral. Each participant has documented counselling goals, and at least 80% show improved wellbeing or coping on a pre- and post-support measure. At least 90% of scheduled sessions are delivered, and participant surveys show at least 80% satisfaction with counselling support. 100% of identified risks are responded to on the same day and reported in line with ADRA policy.

		<ul style="list-style-type: none"> 100% of participants needing ongoing support have a documented referral or exit plan before program completion.
COLLABORATION & ENGAGEMENT	<ul style="list-style-type: none"> Work with the Caseworker to support participant engagement and retention, sharing information within consent and confidentiality limits. Contribute to clinical case conferences, training and team meetings, and maintain regular professional supervision. Promote and maintain interagency communication and referral pathways. 	<ul style="list-style-type: none"> Case consultations with the Caseworker are held at least fortnightly, with participant consent for information sharing documented. Scheduled case conferences and team meetings are attended, and professional supervision is maintained in line with professional body requirements. A minimum of two interagency meetings are attended annually.
PROGRAM DEVELOPMENT, EVALUATION & REPORTING	<ul style="list-style-type: none"> Contribute to the development, implementation and evaluation of the Uplift program, including participating in clinical service improvements. Maintain accurate and confidential counselling records in line with privacy legislation and professional standards. Assist in the management, preparation and reporting of centre data, including de-identified data on counselling uptake and wellbeing outcomes for Uplift reporting. 	<ul style="list-style-type: none"> Statistical evidence shows counselling services align with Uplift objectives and the centre's strategic framework, and at least one service improvement is contributed each program cycle. Session notes are completed within 2 business days of each session, and file audits show full compliance with privacy and record-keeping requirements. De-identified counselling data is provided to the Centre Manager and Uplift Project Officer by agreed monthly deadlines.
TEAMWORK & CENTRE SUPPORT	<ul style="list-style-type: none"> Work with the Centre Manager to contribute to an environment where ADRA staff and volunteers feel empowered, supported and valued, and to maintain the ethos of the centre. Support the centre's fundraising initiatives and marketing communication with ADRA Australia, including identifying de-identified success stories for publication. Undertake other duties that reasonably fall within the scope of a part-time Senior Counsellor, as assigned by the Centre Manager. 	<ul style="list-style-type: none"> Contributes to 2-6 volunteer appreciation activities throughout the year, and staff survey indicates a high level of staff morale. Participates in fundraising and marketing activities, and contributes de-identified success stories, with client consent, for publication. Staff appraisal identifies a willingness to assist with incidental tasks.

Employee Signature:		Supervisor(s) Signature(s):		Date: / /
Print Employee Name:		Print Supervisor Name:		