



SEXUALITY, INFORMATION
REPRODUCTIVE HEALTH & RIGHTS

JOB DESCRIPTION

IFPA Counsellor

Location:	As agreed in Employment Contract
Hours of Work:	As agreed in Employment Contract
Responsible to:	Director of Counselling
Requirements:	Counselling qualification of at least Diploma standard. IACP/IAHIP accreditation or equivalent Have a minimum of 3 years counselling experience Undertake Crisis Pregnancy Counselling training

IFPA has an expectation that all IFPA Counsellors will:

- A. Understand all the components of their position as an IFPA Counsellor and consistently follow policies and procedures.
- B. Understand that the clients that attend our services should be provided consistently with a high standard of service delivery. Recognise client dissatisfaction and intervene when appropriate to correct, or refer to appropriate individual. Contribute to a favourable public image of the organisation.
- C. Adhere to established regulations / procedures regarding required documentation and statistical information. Protect and Preserve confidentiality and integrity of clients and client and patient /organisation documentation.
- D. Exhibit mutual respect for others and function as a team member to work efficiently, willingly offer or accept assistance when appropriate and adapts positively to changes in the work setting. Assist in the orientation of new staff to adapt work schedule to meet the needs of the organisation and demonstrates efforts to achieve positive relationships with team members.
- E. Be positive and energetic in their job performance, their counselling session will consistently run without undue delay, demonstrate initiative and resourcefulness, and function independently and efficiently.
- F. Demonstrate mutual respect, tact, diplomacy and be clear and



conscientious in written and verbal communications, listen with understanding and effectively express a position while considering conflicting views and /or positions.

- G. Identify problems of various dimensions and confirms strategies for resolution with the IFPA management. Assist in determining priorities according to client care and reaches conclusions through sound reasoning and weighing of consequences and seeks supervision appropriately.
- H. Incorporate the principles of continuous quality improvement into all activities and contribute to meeting the objectives of the IFPA's Strategic Plan.
- I. Comply with all health and safety procedures to ensure their own safety and the safety of others in the workplace and actively participate in the maintaining of a safe working environment at the IFPA.
- J. Understand and be committed to the IFPA's strategic objectives.

Primary Tasks:

- To provide Crisis Pregnancy Counselling

Key tasks	Expected results
A. <u>Counselling</u>	
1. Provide crisis pregnancy counselling in accordance with IFPA policy and procedures.	- Ensure the service complies with the relevant accrediting bodies and in accordance to their code of ethics.
2. Provide information and counselling on all options for crisis pregnancy.	- Client is fully informed and makes the best choice for her. This is done in non-directive and accepting way.
3. Create a safe place where client can discuss and explore presenting issues.	- Confidentiality is ensured. All clients feel welcome, listened to and comfortable at IFPA.
4. Participate in aftercare and support for clients and families.	- Client is provided with a more cohesive, rounded service and follow up is ensured.
5. Abide by professional standards and code of ethics.	- Ensures IFPA Quality standards and delivery service are maintained.
B. <u>Service Development</u>	
1. Assist in development and implementation of counselling service plans.	- Full operational quality client led service delivery.
2. Develop and maintain partnerships and	- Open up possibility of other referral



networks with key stakeholders.	pathways. Creates awareness of IFPA and promotion of service to other agencies as in agreed plan.
3. Referral to and liaison with other community members and agencies.	- Enhanced, quality and continuation of service provided to clients and promotion of services.
C. <u>Personnel Support & Development</u>	
1. Attend regional counsellor meetings quarterly.	- Support and communications ensured.
2. Attends in-service and external training as requested.	- Counsellors gain knowledge through Mentor Learning and are kept up to date with developments in the crisis pregnancy arena and other relevant areas.
D. <u>Accountability & Reporting</u>	
1. Administration of day to day aspects of service.	- Recording of case notes and other relevant Data to a high standard.
2. Keep records & observe professional standards in respect of confidentiality and security of same.	- Records are updated, stored and secure at all times, proper filing of charts is observed.
3. Update, recording and reporting of statistical Data.	- Statistics are correctly completed and returned on a timely basis.
4. Meet regularly with Director of Counselling (DoC) and/or the regional co-ordinator.	- Communication lines are kept open, DoC is continually appraised of developing issues.
5. Engage in regular clinical supervision as agreed with DoC.	- Continuation of professional development ensuring best practice policies are adhered to.
6. Critical Incidence Reporting	- Documentation and Reporting of any incidents or complaints to Director of Counselling.
7. Observance and implementation of IFPA Protocols and Procedures.	- Familiarity of Staff hand book, accurate recording of annual, sick and TOIL leave.
E. <u>Other Duties</u>	
1. To conduct relevant research within the service.	- IFPA has research in order to improve standards.
2. To participate in initiatives to improve the quality of all aspects of the service.	- Enhanced and improved service.
3. To co-operate with staff policy and review of procedures.	- Awareness of staff policy