

## Family Support Counsellor

### HelpingMinds – The Organisation

Our Purpose is by providing hope we support our clients, carers and families to live their best lives possible.

Our Mission is to support family recovery and make a positive difference in the community and mental health sector through Advocacy, education and the delivery of quality support services.

As a values led organisation all team members act in accordance with our values of Hope, Collaboration, Trust, Integrity and Respect.

Each team member undertakes their role utilising their unique skills and abilities to contribute to our purpose and mission.

### Role Snapshot



Guided by our HelpingMinds purpose & values, this is responsible for providing early intervention support for vulnerable families with children and young people who are showing early signs of, or are at risk of developing, mental illness.

This role may have duties under the purview of other management team members, however, will ultimately report to:

This position is:

Roles reporting to this position:

Team Lead



Family Support Counsellor



Nil

### KEY RESPONSIBILITIES

|  |                              |                         |             |
|--|------------------------------|-------------------------|-------------|
| Award/Agreement: HelpingMinds Staff Agreement 2016 |                              | Classification: Level 3 |             |
| Date of Issue:<br>06/04/18                         | Authorised by:<br>Deputy CEO | Version:<br>1           | Review Due: |

## **Position Objective**

This position provides accessible, responsive, high-quality and integrated community mental health services that improve the lives of young people who are at risk of developing mental health issues.

Family Support Counsellors are required to work with children, young people and their families and carers, to identify and develop supports to address significant risk factors that may be impacting on their lives. Counsellors must also identify and strengthen the protective factors in their lives to reduce the impact of issues that may produce poor mental health outcomes later in life.

The objective will be achieved through provision of:

- Short-term assistance for families which may include: Assessment of needs attending workshops; information or referrals; and, limited direct support
- Intensive, long-term, early intervention support for children, young people and their families which may include: Assessment and identification of needs; practical assistance and home-based support; linking with other relevant services; and targeted therapeutic groups

## **Key Outcomes**

- Children and young people have improved emotional health and wellbeing
- Children and young people can better manage the different aspects of their lives
- Families and carers are helped to support their children and young people
- Restoring the cohesion and sense of belonging in families.
- Providing a gateway for families to become part of the broader community and restore their sense of belonging in the community.

### **1. Service Delivery**

- A primary focus on delivering services to children and young people within a family context, expectation of booking 5 recordable hours a day. This can include one on one support, advocacy, group sessions or networking.
- Capacity to respond quickly and early to make a difference in achieving outcomes for children, young people and families
- Flexible use of funding to provide practical assistance tailored to the needs and situation of each child, young person and family
- The establishment of partnerships and linkages with other services to establish good referral pathways into and out of the service in order to reach vulnerable children, young people, families and carers who may not otherwise engage with the mental health or children's service sector
- Undertake initial and on-going needs assessments with young people
- Provide assessment, interventions, psycho-education and ongoing referral service to young people at risk of, or experiencing, mental illness
- Provide information and referral service for young people and their families
- Provide written reports and feedback when required by referral sources and other relevant agencies

## **2. Community Development & Advocacy**

- Promote the activities of HelpingMinds through liaison and networking with local, state and federal government facilities, referral agencies/community groups and other organisations as necessary
- Establish, foster and maintain close working links with relevant Aboriginal, non-aboriginal and CALD service providers to develop and maintain effective services to young people and their families.
- Establish, foster and maintain close working relationships with relevant mental health and other service providers
- Advocating for young people and children

## **3. Administration**

- Work to an annual work plan
- Complete all administrative tasks related to this role within required timeframes
- Monthly reporting of data as per service agreements and organisational requirements
- Reporting Portal to be kept up to date with all activities
- Prepare relevant reports in an accurate and timely manner
- Supervision of student placements as required
- Participate in meetings with other HelpingMindsTeam members

## **4. Other**

In addition to your role specific responsibilities, HelpingMinds expects Employee's will:

- Perform other duties as requested or required and which are within the scope of their role and the capabilities of the employee.
- Work and act within the legal and financial constraints and boundaries of your role including but not limited to:
  - The Mental Health Legislation and Carers Recognition Act
  - Commonwealth and State Funding Agreements
  - Industrial Laws and Occupational Health and Safety Legislation,
  - The 2016 HelpingMinds Staff Agreement as well as current organisational Policies and Procedures.
- Work in accordance with your Employee Classification Definition according to the HelpingMinds 2016 Staff Agreement

## SELECTION CRITERIA

### Essential

#### **Qualifications, Licences etc.**

- Current Driver's License and Vehicle
- Working with Children Check
- A relevant Qualification E.g. Counselling, Psychology, or Social Work

#### **Knowledge, Skills & Abilities:**

- Demonstrated high level oral and written communication skills
- Demonstrated ability to work as part of a team to achieve team goals
- Understanding of the principles of recovery and psychosocial rehabilitation
- Demonstrated knowledge and understanding of issues for young people who are at risk of developing, or are showing signs of, mental illness
- Experience providing counselling support to children and young people
- Proven history of developing and maintaining productive working relationships with key external stake holders and referrers
- Effective organisational and time management skills
- Sound IT skills including use of data reporting programs

### Desirable

- A relevant Degree level qualification or substantial progress towards one
- Experience working with Culturally and Linguistically Diverse (CALD), and Aboriginal and Torres Strait Islander people

### Other:

- Appointment to any role within HelpingMinds subject to a valid National Police Clearance being provided prior to commencement or as soon as is practically possible after commencement.