Family Support Counsellor (Regional)

TEAM:	**Child, Youth and Family Services**
LOCATION:	**Kununurra**
REPORTING LEADER:	*Executive Child Youth and Family Services*

ABOUT HELPINGMINDS

HelpingMinds Limited is a long-established non-profit organisation that provides safe and high quality services in the community to support families, carers and people living with a mental health issue. We provide support and hope to live the best life possible.

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.

HelpingMinds promotes mental wellbeing by supporting individuals, families and friends to recovery.

- We understand families are important to the person living with mental distress.
- We understand every family is different
- We understand the importance of listening
- We understand the importance of connections
- We help build skills and confidence
- We empower hope in you and your family through your recovery journey

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.

PURPOSE OF THE ROLE

Guided by our HelpingMinds purpose & Values, this role aims to provide services that strengthens a carer's ability and capacity to support the person with a serious and persistent mental illness to live in the community, and to maintain and improve their quality of life, and to promote the carer's/family's own wellbeing.

PRIMARY DUTIES AND RESPONSIBILITIES

1. Family and Carer Support

- Provide a counselling service to young people (0-18) at risk of developing mental health issues and adult carers, including Aboriginal and culturally and linguistically diverse (CaLD) carers.
- Counselling services may be delivered face to face, telephone, e-mail and/or skype (18 + for skype/phone/email sessions);
- Employ both a brief intervention model for working with clients as well as therapeutic interventions where appropriate for the support HelpingMinds offers;
- Establish self-help Support Groups for Carers and provide support to the group once it is established;
- Develop care plans with clients and utilising a strengths-based approach, discuss the issues and impact of mental health and apply goal setting and identifying support networks;
- Provide an information and referral service for Carers;
- Establish, foster and maintain close working links with relevant mental health and other service providers in the area;
- Participate with the other members of the team to develop appropriate services for all Carers and;
- Act as an advocate for clients as required.

2. Education

- Develop and deliver specialised groups and workshops;
- Provide educational workshops and community awareness programs for Community Groups and;
- Represent HelpingMinds at seminars, meetings and workshops as required.
- Promote the activities of HelpingMinds through liaison with local, state and federal government facilities, referral agencies/community groups and other organisations as necessary;
- Develop and maintain close working partnerships with local government and nongovernment organisations and develop strong referral pathways;
- Establish, foster and maintain close working links with relevant CALD Aboriginal and non-Aboriginal service providers to develop and maintain effective services to family members and Carers and;

KEY PERFORMANCE INDICATORS

- Ensure client sessions are entered into relevant database systems on a daily basis
- Maintain a client and service delivery load of 4 recordable hours a day
- Work directly with Intake Team to ensure relevant documentation is completed prior to commencing service
- Maintain good time management skills, balancing client workload while effectively maintaining administrative tasks
- Provide all reports as required by management

Governance, Safety and Quality Requirements

In addition to your role specific responsibilities, HelpingMinds expects team members will:

- Perform other duties as requested or required and which are within the scope of their role and the capabilities of the employee.
- Be responsible for ensuring, as far as practicable, the provision of a safe working environment.
- Have an understanding and fulfils National Safety and Quality Standards requirements including but not limited to:
    - Participating in continuous safety and quality improvements actions, such as audit reviews and drills that result in improvements to patient care, team member knowledge or the consumers experience that align with actions describes within the standard.
    - Participating with the development, implementation, reporting and monitoring of HelpingMinds activities.
    - Ensuring records and statistics are kept in accordance with establish procedures.
    - Participating in annual performance development review.
- Perform duties and acts 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 National Mental Health Standards 2010;
    - The National Standards for Disability Services;
    - The Australian Commission Safety and Quality Standards for Accreditation version 2;
    - The HelpingMinds Staff Agreement 2016 as well as current organisational Policies and Procedures;
    - HelpingMinds Code of Conduct, NDIS Code of Conduct and
    - Work in accordance with your Employee Classification Definition according to the HelpingMinds Staff Agreement 2016.

AUTHORITY AND SUPERVISORY REQUIREMENTS

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

Executive Child, Youth and Family Services

Family Support Counsellor (Regional)

This position is supported by:

Team Facilitator: Child, Youth and Family Services

This position is:

Family Support Counsellor

POSITION STATUS, REMUNERATION AND BENEFITS

Position type:	Full-time/ Part-time
FTE:	0.8 – 1.0FTE
Position Classification:	Salary level 3
Wellness days:	2 Wellness days per calendar year (more than 0.5 FTE) 1 Wellness day per calendar year (less than 0.5 FTE)
District and Remote Allowances:	Employees located in regional WA may be entitled to payment of District and Remote allowances.
Salary Packaging	Permanent employees salary packaging available up to $15,900 **HelpingMinds recommends employees seek independent advice prior to salary packaging***

ESSENTIAL MINIMUM SELECTION CRITERIA

QUALIFICATIONS AND LICENCES

- Current Driver's License and reliable vehicle
- National Police Clearance
- Working with Children Check
- Current First Aid Certificate
- Relevant tertiary qualification in the area of mental health (Counselling, psychology or social work)
- Current Covid-19 Vaccination

EXPERIENCE, SKILLS AND KNOWLEDGE

- Demonstrated ability to engage and provide counselling/family therapy support to clients experiencing mental health issues and their carers, as well as groups
- Competence in managing clients with complex and presenting issues whilst maintain personal professional boundaries
- Demonstrated ability to consult, liaise and maintain close working relationships with other service providers
- Demonstrated ability to be self-motivated and function autonomously while being able to work effectively towards team goals
- Demonstrated ability to provide advocacy services
- Demonstrated effective oral and written communication skills
- Well-developed IT skills, with experience using Microsoft products and databases.

DESIRABLE SELECTION CRITERIA

- Experience in a not-for-profit organisation
- Experience working with Aboriginal people in a similar role

EMPLOYEE DECLARATION

I have read and understand the responsibilities and duties set out in this job description.

Signed: _____

Date: _____/_____/_____

Print name:

_____

HelpingMinds is an equal opportunity employer supporting diversity in the workplace. We are committed to creating and safe environment for all team members and clients. To view our diversity statement please visit the HelpingMinds website
https://helpingminds.org.au/diversity-statement/

This document can be made available in alternative formats on request for a person with a disability.