

Family Support Counsellor (Regional)

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.

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.

Role Snapshot



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.

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

Team Lead



Family Support Counsellor



This position is:

Roles reporting to this position:

Nil

Award/Agreement: HelpingMinds Staff Agreement 2016		Classification: Three	
Date of Issue: October 2018	Authorised by: Deputy CEO – Ian Ludlow	Version: 1	Review Due: October 2019

KEY RESPONSIBILITIES

1. FAMILY & 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;
- Provide positive representation of the HelpingMinds brand at seminars, meetings and workshops as required.

3. COMMUNITY DEVELOPMENT & ADVOCACY

- 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 non-government 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;

4. 4. 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

5. 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
 - The National Mental Health Standards 2010;
 - The Australian Commission Safety and Quality Standards for Accreditation version 2;
 - 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
- National Police Clearance (no older than 6 months)
- Working with Children Check
- A relevant tertiary qualification in the area of mental health (Counselling, Psychology or Social Work)

Knowledge, Skills & Abilities:

- Demonstrated ability to engage and provide counselling support to adults and young people, as well as groups
- Demonstrated ability to consult, liaise and maintain close working relationships with other service providers
- Demonstrated ability to work with minimum direction and to effectively communicate with Management and the team
- Strong organisational and time management skills with the ability to successfully deal with competing priorities
- Experience in developing and facilitating group programs
- Work collaboratively to ensure effective team goals and client outcomes are met
- Demonstrated ability to provide advocacy services to clients
- Demonstrated effective oral and written communication skills
- Well-developed IT skills, with experience using Microsoft products and databases.

Desirable

- Similar experience in mental health/carer not-for-profit organisation/s, government departments or corporations
- Experience working with Aboriginal people in a similar role.