

Raise Foundation Position Description	
Title	Program Counsellor
Version	July 2025

Raise Foundation Purpose

Our Intent – To offer early intervention, evidence-based mentoring for young people in high schools with trained and trusted, independent adults.

Our Impact – Young people are able to get through adolescence, believe in themselves and others, and are equipped to shape a purposeful life.

Our Aspiration – To create thriving communities by delivering mentoring programs across Australia, prioritising younger students in public secondary schools who are most at risk of disengagement or poor wellbeing.

Raise Foundation Personality

We are passionate about our work and the benefits we create for our mentees, mentors, employees, partners and communities.

We have six values that express our shared understanding of what we believe, how we would like others to see our personality, what we aspire to as an organisation, and how we aim to behave:

Be Courageous – we are imaginative, driven, progressive, confident

Show Heart – we are kind, passionate, sincere, empathetic

Give Respect – we believe in acceptance, equity, inclusivity

Apply Integrity – we operate with authenticity, accountability, transparency

Bring Vitality – we are positive, fun, energetic, inspiring

Deliver Excellence – we are evidence-based, responsive, consistent, experts in our industry

Program Counsellor – Position Summary

To coordinate all aspects of the Raise mentoring program at one or more allocated High Schools. The Program Counsellor is responsible for the successful implementation, delivery and completion of the program, including supervision of mentors and mentees, key stakeholder communication, and quality reporting.

Roles and Responsibilities

The primary role of the Program Counsellor is to provide professional support to mentees and mentors in the Raise mentoring program so they have a positive experience of mentoring and achieve successful outcomes.

Reporting Structure

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The Program Counsellor (PC) reports to the Program Manager (PM), with support from the State Manager and Program Director (PD), and they work closely with mentees, mentors, schools and the wider Raise team.

Key Responsibilities and Outcomes

Mentor Recruitment, Screening and Training

- Assist to recruit new and experienced mentors for your program/s
- Attend mentor training in the geographical area of the program/s to meet mentors (regional and remote PCs)
- Ensure all mandatory Working with Children and National Crime Checks are satisfactorily completed prior to program commencement

Program Delivery

- Conduct student information, mentee orientation and mentor orientation sessions as per the guidelines in the Program Counsellor Term Manuals
- Conduct jitters session for mentees and mentors at commencement of program
- Match mentees and mentors, with school contact support if required
- Complete all tasks required in each terms' PC Manual checklist and report on these to your Program Area Manager at your weekly individual meetings
- Management of weekly mentoring sessions
- Deliver weekly program curriculum using the program handbook as a basis for content, knowing that these topics are related directly to the outcomes we are hoping our mentees will achieve in the program
- Supervise mentee community activities and complete reporting on projects each term
- Coordinate graduation celebration in last week of program, in accordance with Raise guidelines

Mentor Support and Volunteer Retention

- Liaise with and support the mentors throughout the duration of the program/s
- Manage mentors' expectations of the program with the aim of increasing mentor retention rates each year for your program
- Conduct weekly Mentor Support Session after every mentoring session for debrief and supervision

Key Stakeholder Relationship Management

- Liaise closely with the nominated school staff member and other relevant school contacts including the school's welfare team
- Where the program has a corporate partner, communicate the progress of the program as requested by the Program Manager and the Raise Partnership Manager, and write case study stories for the Partnerships team to use in their reporting to the partner

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- Act as a positive role model to young people and mentors and actively build rapport with all stakeholders
- Host visits by special guests such as local MPs, media, corporate or community partners

Evaluation

- Coordinate and administer Raise Foundation evaluations for mentees, mentors and other stakeholders as required to inform continual improvement of our programs

Program Administration Duties

- Coordinate all required Raise forms for your program/s as specified in your PC Manual including but not limited to the Parent Consent Forms, Match Agreements, evidence of any community activities
- Management Forms, Mandatory Reporting Forms, and Evaluation Surveys (pre and post)
- Update Salesforce CRM information for mentees, mentors and school contact information in your program/s to ensure data integrity
- Enter weekly mentor and mentee attendance into Salesforce and ensure data integrity

General

- Ensure your knowledge on our training content is current by attending scheduled sessions
- Work with other members of the Raise team and attend the PC Team meetings held up to twice a term
- Respect mentor and mentee dignity and right to privacy
- Maintain safety of mentees and mentors
- Build mutual respect and instil trust within your program group
- Maintain confidentiality and set clear boundaries in line with Raise policies
- Adhere to the Raise Foundation Youth Safety Framework
- Operate within guidelines of the Raise Policy Manual
- Operate within guidelines of the Raise Program Counsellor Manual

Skills and Experience

- Relevant degree qualifications in counselling, youth work, social work, psychology or diploma qualifications in these fields with at least 2 years of relevant work experience
- Completion and regular updates of Raise Mentor Training Course
- Experience with supporting, counselling and engaging young people
- Experience managing groups and conducting professional group supervision
- Comprehensive understanding of mandatory reporting requirements for working with young people
- Experience as a Raise mentor is preferred
- Minimum 25 years of age in line with professional experience requirements
- Completion of Raise selection process including appropriate Working with Children and National Crime Checks
- Outstanding interpersonal relationship skills

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- Excellent administration skills and organisational ability
- Excellent written and verbal communication ability
- Excellent IT skills including Office365 and cloud-based document sharing (OneDrive or Google Drive)
- Ability to meet minimum requirements for contact with Raise staff team and key stakeholders

Qualities and Personal Attributes

Ability to demonstrate and provide leadership for the following essential qualities and attributes:

- Genuine passion for supporting young people and commitment to our purpose, intent and aspiration with a warm and friendly outlook
- An outstanding ability to engage and motivate mentees, mentors, school staff and other stakeholders (such as MPs and corporate partners) to facilitate successful outcomes of the program
- Inspired by working in a rapidly evolving non-profit organisation with a strong growth vision
- Collaborative, inclusive and supportive style of working with others
- Commitment to transparent, open, authentic communication
- Accommodating with a welcoming “can do” attitude with a youthful, energetic and enthusiastic approach
- Empathetic, compassionate and caring
- Highly organised with outstanding administrative ability
- Ability to work independently, as well as part of a team whilst taking initiative and using common sense
- Ability to communicate at all levels
- Reliable, committed and dedicated
- Punctual and trustworthy
- Shows honesty and integrity, and leads by example
- Shows respect of privacy and confidentiality

Program Counsellor’s Rights

Integrity and honesty

Support and clear direction from the Raise Management and Leadership Team

A safe environment, free from physical or verbal abuse

Clear guidelines on expectations through policies and procedures which are well communicated

Confidentiality, respect and professionalism

Flexibility and balance

Valued and accepted by Raise Foundation

Youth Safe, Youth Friendly Organisation

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Raise Foundation is committed to being a Youth Safe, Youth Friendly organisation and will, for all young people who come into contact with our programs, provide welcoming, safe and nurturing services for young people, work to prevent child abuse and neglect within our services, appropriately and immediately address child abuse and neglect if it occurs, and place the interests of any young person suffering from harm, or at risk of harm, above the interests of any other individual or the organisation.

Key Performance Indicators (KPIs)

The measurable outcomes for this role are as outlined in the detailed organisational KPIs and as agreed directly with your manager.

High Level Summary:

1. Deliver a high-quality program which has a measurable impact
2. Expand that impact to more young people
3. Ensure we do it sustainably