

LGBTIQA+ Counsellor

Our purpose: *Help people to gain better mental health and improve the quality of their lives*

Our values: *Hope, Creativity and innovation, Consumer focus, Making a difference, Integrity*

Position Information

Purpose	The LGBTIQA+ Counsellor will function within Mind Australia's Allied Health Team as part of Aftercare. The primary purpose of this role is to provide quality therapeutic and mental health intervention support to LGBTIQA+ community members who experience thoughts of suicide and can have complex care needs. The Counsellor will provide expert clinical assessment and interventions including a strengths-based approach and provide assertive follow-up. The role provides specialised consultation and clinical behaviour intervention services for community members with thoughts of suicide and their families. The LGBTIQA+ Counsellor networks and builds capacity within Mind, other non-government and mainstream services to enhance service delivery to community members. This role will hold a case load with community members engaged for 3-6 months and work as part of a multi-disciplinary team across sites with other practitioners.
Position reports to	LGBTIQA+ Allied Health Practice Lead
Mind classification level	SCHADS Level 5
Stream	Lived Experience
About the service	The Aftercare program, funded by the Victorian Government Department of Health, offers a safe place of healing and support for people from the LGBTIQA+ community who are having thoughts or intentions of suicide. Aftercare offers short-term (up to three months), queer and peer-led, practical outreach and counselling-based support for community members, families and loved ones at no cost to find inclusive, affirming care and strategies for moving forward following a suicide crisis. Aftercare services, led by peer support workers and an Allied Health team, are tailored to community member's individual needs and utilise Intentional Peer Support and a range of therapeutic interventions including brief therapies, motivational techniques and specialist clinical supports.
Position description effective date	October 2025

Mind values the experience and contribution of people from all cultures, genders, sexualities, bodies, abilities, ages, spiritualities and backgrounds. We encourage applications from Aboriginal and Torres Strait Islander peoples, people with a lived experience of mental ill-health and recovery, people living with disability, those who identify as LGBTIQ and applicants from culturally and linguistically diverse backgrounds.



Responsibilities	
Clinical skills and knowledge	• Provide comprehensive and flexible therapeutic support service to community members including knowledge of initial and ongoing assessment, psychological support (e.g. Cognitive Behavioural Therapy, Acceptance Commitment Therapy, problem solving skills, Brief Solution Focused Therapy) , Alcohol and other drug support for people experiencing substance use challenges • Provide therapeutic interventions to families, carers and significant others to manage their own distress and equip them to effectively support their family member • Provide brief assessment and intake, including K10 and SIDAS. • Confidence in working with community members who experience thoughts of suicide. • Apply professional judgement to complex situations, adapting counselling practice based on the needs of the community member. • Responsible for individual professional practice. • Demonstrate a high degree of autonomy, self-motivation and professional judgment. • Process a high standard of professional conduct and commitment to work collaboratively as a member of multidisciplinary team and shows accountability, listening, and reflection in their work. • Commitment to participate in peer and multidisciplinary group supervision. • Operate within the scope of the role, professional standards and Mind policies and procedures (as amended from time to time and/or adapted for Aftercare specifically). • Build capacity of community members, family and carers, support staff and provide appropriate training to families and carers as well as support staff as relevant. • Provide advice and consultation to a variety of stakeholders internal and external to Mind. • Appropriate documentation including case noting, report writing & development of support plans. • Responsible for ensuring relevant current registration maintained, including appropriate documentation and record of CPD and supervision. In any instance of changes to registration, immediate notice must be provided to Mind.
Lived experience	• Demonstrate knowledge and abilities gained from both an individual's lived/living experiences, collective impacts, and Lived Expertise, and be able to support the development of these approaches across the reach of Mind's work by utilising:



	○ highly developed relational skills, including exemplifying unconditional acceptance and positive regard, ○ effective and appropriate sharing of learnings from personal and/or relational recovery stories, ○ understanding how essential hope is, strategies to build hope, and holding hope for others, ○ demonstrate the ability to sit with, hold and bear witness to someone's distress in an authentic way, ○ transforming adversity into expertise that can be empowering and helpful. ○ understand and articulate how Lived Experience work is distinct and unique, including the values, principles, and practice of the discipline. ○ Intentional Peer Support Framework. ● Work in a way that is informed by Mind's Lived Experience Strategy, Peer Work Framework and Model of Peer Work. ● Draw on the broader Lived Experience knowledge base to inform your practice. ● Understand peer work frameworks as applied to allied health work and draw on your lived experiences of suicidality and as a member of the LGBTIQ+ community to inform your work and that of the team.
Teamwork	● Ensure all performance targets as set by Mind are met and utilise performance reports to update Management on the achievement of KPIs, to enable effective planning and management reviews. ● Participate in performance appraisals, feedback and ongoing professional development. ● Support other team members to ensure they manage services in accordance with Mind's values, models and performance targets and parameters. ● Ensure work alongside peer practitioners is complementary, respectful, collaborative, and champions peer and queer-led approaches to suicide care.
Quality and safety	● Ensure that risks are identified and managed according to the policy, procedure and processes of the organization and best practice standards of a Lived Experience led service. ● Ensure that complaints and incidents are managed in a timely manner, and escalated to the Service Manager as required. ● Ensure that Work Health and Safety processes are embedded within the Area. ● Ensure that risks are identified and managed according to Code of Ethics, National Standards, and Mind's policy, procedures and processes.



Other	• Maintain up to date client records within CIMand other data recording software as required. • Document all activities using Mind's ICT system and processes. • Actively participate, contributing to the team and wider organisational initiatives. • Take personal responsibility for the quality and safety of work undertaken. • Contribute to service delivery improvements. • Other duties as directed.
Professional development	• Undertake relevant training and professional development, including regular supervision, appropriate to the primary work of the service and Mind. • Participate in reflective practice. • Continue to reflect on your personal lived experience and the broader lived experience knowledge base and how you use this in your practice.
Accountability	• Conduct yourself in accordance with the Mind Code of Conduct and Mind policies and procedures which may change from time to time. • Proactively support Mind's vision of supporting people facing mental health challenges to live well and be socially included, in accordance with the Mind values.
Workplace health, safety and wellbeing	• Contribute actively to the maintenance of a safe, connected and supportive workplace. • Ensure all safety issues are reported and addressed as they arise.
Lived experience	• Contribute to a workplace that values lived experience and the inclusion of consumers, carers and families in the work we do.
Cultural safety	• Contribute to a culturally safe workforce and service environment for staff, consumers, carers and volunteers from all cultures, genders, sexualities, bodies, abilities, spiritualities, ages and backgrounds.



Position Requirements	
Qualifications required	• Tertiary degree qualifications in Mental Health, Psychology, Counselling, Social Work, Occupational Therapy, Health Science, Nursing or other health related field as designated by Mind. • Able to obtain registration with Australian Health Practitioner Regulation Agency (AHPRA), Australian Association of Social Workers (AASW) or equivalent accreditation.
Knowledge, skills and experience required	• A minimum of five years' experience and expertise in working directly with people in the LGBTIQ+ community with mental health issues, and/or with their families and carers. • LGBTIQ+ identifying with a personal lived/living experience of suicidal distress and an understanding of, and ability and willingness to, contribute this Lived Expertise in working towards greater organisational impact. ○ (For further guidance on these definitions please refer to Mind's Lived Experience Strategy 2021-2024) and responsibilities above. • Demonstrated ability to plan and prioritise to meet service delivery requirements. • Excellent customer service skills. • Excellent interpersonal and communication skills with the ability to consult, negotiate and influence peers, stakeholders and government agencies with diplomacy to achieve effective outcomes. • Demonstrated experience in documenting client notes, reporting and working with a variety of electronic systems. • Ability to work both autonomously and collaboratively showing initiative and flexibility. • Demonstrated understanding of available community services, networks and supports. • Demonstrated knowledge and experience in the application of theoretical approaches, practices and appropriate service responses including family inclusive practice, consumer centered healing models, trauma informed theory and anti-racist/anti-oppressive frameworks. • Understands/working towards understanding the impacts of mutually reinforcing systems of discrimination and marginalisation that oppress people based on their intersectional identities and take a trauma responsive, do no harm approach.

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	• Demonstrated understanding of peer and queer-led approaches to responding to suicidal ideations and crisis. • Completion of relevant discipline-specific training such as Intentional Peer Support Core training or has a specific plan or timeline for when this occurs.
Other	• Right to work in Australia. • Current NDIS Worker Screening Check Clearance. • Working with Children Check or equivalent (Blue Card - QLD). • Vaccinations against COVID-19 preferred.

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