

Mental Health Carer Advocate

Team	Child, Youth and Family Services
Location	Perth
Reporting Leader	<i>Executive Child, Youth and Family Services</i>
Approval Date	08/04/2026

About Helping Minds

Helping Minds Limited is a long-established non-profit organization that provides safe and high quality services in the community to support families, carers and people living with a mental health challenge.

Our Purpose is to help people see possibilities.

Our Mission is to improve our communitys mental health and wellbeing.

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

- We understand families are important to the person living with mental health challenges.
- 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 Helping Minds purpose & values, this role is responsible for advocating on behalf of mental health carers within the WA mental health system; upholds the rights of carers; and acts with carers on issues of their concern.



Primary Duties and Responsibilities

- Ensure carers are informed and understand their rights and responsibilities under relevant legislation, and service policies and procedures;
- Collaborate with carers for problem solving, to provide active support and guidance.
- Consult with and refer carers to other services as needed while ensuring that advice and assistance are provided.
- Advocate effectively with, or on behalf of, carers through negotiation and representation as required with relevant institutions and agencies mainly within the mental health system;
- Ensure case notes are kept and entered into relevant databases in a timely manner;
- Maintain records for tracking and monitoring of carer engagement outcomes;
- Prepare relevant reports in an accurate and timely manner;
- Maintain currency of resources to provide carers with reliable and accurate information.
- Ensure a contemporary knowledge of and access to health and other service providers that are relevant to the needs of carers and their loved one/s.
- Communicate the systemic needs and issues for the carer community to the Executive Child Youth and Family Services and wider team when required

Other Duties and Responsibilities:

- Act as a link between the community and Helping Minds;
- Develop networks, participate in community projects and provide support to local committees and other community groups in the interest of Helping Minds;
- Improving and maintaining positive relationships with internal and external stakeholders to develop and deliver effective carer advocacy strategies;
- Represent Helping Minds at seminars and workshops when required.
- Facilitate workshops and groups supporting the education of carers and service providers, as to carer rights within the mental health system
- Contribute to the delivery of Carer Advocacy Skills Training
- Identify opportunities to establish, foster and maintain close working links with key agencies and community groups;

Key Performance Indicators

Deliver contractual targets as defined by relevant funding providers and any other key performance indicators to successfully deliver the role as identified by Team Facilitator or Executive.

Governance, Safety and Quality Requirements

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

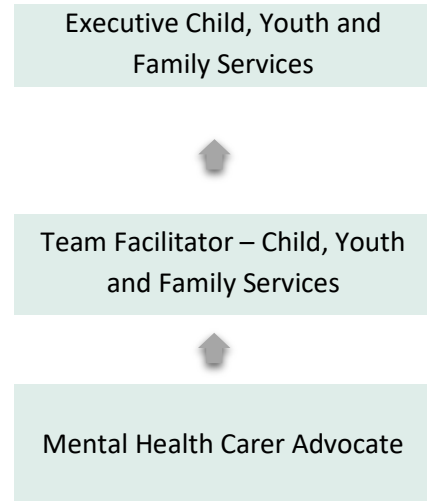
- Perform other duties as requested or required and which are within the scope of their role and the capabilities of the employee.
- Be responsible for ensuring, as far as practicable, the provision of a safe working environment.
- Have an understanding and fulfils National Safety and Quality Standards 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 Helping Minds 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;
 - NDIS Quality and Safeguarding Framework
 - National Principles for Child Safe Organisations
 - The Helping Minds Staff Agreement 2022 as well as current organisational Policies and Procedures;
 - Helping Minds Code of Conduct, NDIS Code of Conduct and
 - Work in accordance with your Employee Classification Definition according to the Helping Minds Staff Agreement 2022.

Authority and Supervisory Requirements

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

This position reports to:

This position is:



Position Status, Remuneration and Benefits

Position type	As per employment contract terms
FTE	As per employment contract terms
Position Classification	As per employment contract terms
Wellness days, Annual leave, Salary Packaging, District and Remote Allowances	In accordance with the Helping Minds Staff Agreement 2022-2026
Superannuation	Superannuation contribution will commence at 1% above the superannuation guarantee rate. Contributions increase progressively based on the length of employment and in accordance with the Helping Minds Staff Agreement.



Essential Minimum Selection Criteria

Qualifications and Licenses

- Proof of Australian Working Rights
- Tertiary qualifications in a relevant discipline (e.g. social work, psychology, counselling, nursing) and with substantial relevant experience;
- National Police Clearance (no older than 6 months)
- Driver's License
- First Aid Certificate
- Working with Children Card

Experience, Skills and Knowledge

- Personal Values alignment with Helping Minds values: HOPE, INTEGRITY, RESPECT, TRUST and COLLABORATION.
- Well Developed computer skills, including Microsoft office and data reporting programs
- Excellent written and verbal communication skills including a high level of computer literacy;
- Ability to develop key relationships and to work collaboratively with state-wide stakeholder groups;
- High level negotiation skills and experience in conflict resolution.
- Demonstrated experience providing advocacy advice, information and provision of direct casework within mental health services or a related area;
- Experience dealing with a diverse client mix including carers who cope with complex needs

Desirable Selection Criteria

- A lived experience as a Mental Health Carer
- Knowledge of the WA mental health legal framework including associated legalities such as justice, and housing.
- Demonstrated project management experience including the development of project briefs, reporting project implementation, and evaluation;
- Detailed knowledge of mental health legislation.
- Similar experience in mental health/carer not-for-profit organisation/s, government departments or corporations;
- Knowledge of the National Disability Insurance Scheme (NDIS)
- Knowledge of contemporary mental health carer issues.
- Current Influenza and COVID-19 vaccinations

Team Member Declaration

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

Signed: _____

Date: ____/____/____

Print name: _____

Helping Minds is proud to be an equal opportunity employer, committed to fostering a diverse, inclusive, and safe workplace for all team members and clients. We value the unique perspectives and experiences that each individual brings to our organisation. To learn more about our commitment to diversity and inclusion, please visit our diversity statement on the [Helping Minds website](#).

**This document can be made available in
alternative formats on request.**

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