

Family Support Counsellor (FIFO)

Team	Child, Youth and Family Services
Location	FIFO – Mid West
Executive	Executive Child, Youth and Family Services
Lead / Team Facilitator	Team Facilitator – Child, Youth and Family Services
Approval Date	21/04/2023

ABOUT HELPING MINDS

Helping Minds is a not-for-profit organisation that has supported the mental health and wellbeing of Western Australians for around 50 years. We provide mental health services, education, and carer support to individuals, families, and communities across Western Australia.

As a values-led organisation, Helping Minds' team members demonstrate Hope, Collaboration, Trust, Integrity, and Respect in all aspects of our work. We recognise that each person's mental health journey is unique and provide tailored support to build confidence, skills, and resilience.

Helping Minds is deeply committed to the safety and wellbeing of children and young people. We uphold the National Principles for Child Safe Organisations and embed these principles in our culture, policies, and practices. We actively promote the participation, empowerment, and protection of children and young people and take all reasonable steps to ensure they are safe from harm.

PURPOSE OF THE ROLE

Guided by our Helping Minds 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

The primary duties and responsibilities of the Family Support Counsellor (FIFO) role include but are not limited to:

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

3. Community Development and 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.

KEY PERFORMANCE INDICATORS

- Ensure client sessions are entered into relevant database systems on a daily basis
- Maintain a client and service delivery load of 5 recordable hours a day
- 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, Helping Minds team members will:

- Perform other duties as requested or required and which are within the scope of their role and the capabilities of the team member.
- Live Helping Minds' values of Hope, Collaboration, Respect, Trust and Integrity.
- Be responsible for ensuring, as far as practicable, the provision of a safe working environment.
- Have an understanding of and fulfil relevant accreditation standard 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 client care, team member knowledge or the participant's experience that align with actions describes within the standard.
 - Participating in the development, implementation, reporting and monitoring of Helping Minds activities.
 - Ensuring records and statistics are kept in accordance with established procedures.
 - Participating in annual performance development reviews.
- Perform duties and act within the legal and financial constraints and boundaries of their role (*where applicable*) 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;
 - National Safety and Quality Mental Health Standards for Community Managed Organisations (NSQMHC MO Standards);
 - The National Standards for Disability Services;

- NDIS Quality and Safeguards Commission;
- 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, Child Safe Code of Conduct; and
- Work in accordance with their Employee Classification Definition according to the Helping Minds Staff Agreement 2022.

LEADERSHIP AND OVERSIGHT

This role will ultimately report to:

Executive Child, Youth and Family Services



This position is supported by:

Team Facilitator – Child, Youth and Family Services



This position is:

Family Support Counsellor (FIFO)

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 and position type
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

- National Police Clearance (no older than 6 months)
- Current drivers Licence
- Proof of Australian Working Rights
- First Aid Certificate
- Working with Children Card
- A relevant Qualification E.g. Counselling, Psychology, or Social Work
- Minimum of 2 years counselling experience

EXPERIENCE, SKILLS AND KNOWLEDGE

- Personal Values alignment with Helping Minds values: HOPE, INTEGRITY, RESPECT, TRUST and COLLABORATION.
- 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 SELECTION CRITERIA

- Similar experience in mental health/carers not-for-profit organisation/s, government departments or corporations;
- Knowledge of the National Disability Insurance Scheme (NDIS)
- Knowledge of contemporary mental health carer issues.
- Experience working with Culturally and Linguistically Diverse (CALD), and Aboriginal and Torres Strait Islander people

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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Ratified by	Safety and Quality Committee