Queensland Positive People

POSITION DESCRIPTION

Job Title	Reset+ Counsellor
Organisation	Queensland Positive People Incorporated (QPP)
Remuneration	Social, Community, Home Care and Disabilities Award 2010 Level 5 + Superannuation + Leave Loading Salary packaging of up to $35,000 gross value (i.e., currently up to $15,900 Expenses + $2,650 Meals, tax free)
Reports to	Reset+ Team Leader

Primary Purpose of Role

The primary purpose of the Reset+ Counsellor is to provide specialist, short-term counselling and therapeutic support to LGBTIQA+ people and people living with or affected by HIV experiencing mild-to-moderate mental health and alcohol and other drug (AOD) concerns.

Working within an innovative statewide service model, the position delivers accessible, evidence-informed counselling through telehealth and, where appropriate, in-person services. Counselling is grounded in trauma-informed, person-centred, harm reduction, LGBTIQA+ affirming and HIV-informed approaches, recognising the impacts of stigma, minority stress and intersectionality on mental health and wellbeing.

The position also contributes to the delivery of Reset+ therapeutic and psychoeducational groupwork, working collaboratively with the Reset+ Peer Engagement Practitioner to integrate clinical expertise and lived and living experience perspectives.

QPP Values

Agency	We work from a strengths-based perspective, activating the individual and the collective agency of people living with HIV and affected communities. We want individuals to have choice and direction in their lives, not restrained by stigma or other systemic barriers. We want people living with HIV and affected communities to have collective agency, to shape QPP and the response to HIV in Queensland.
Integrity	We are a trusted organisation and work hard to be worthy of that trust. We are transparent, accountable and work collaboratively in service of our vision and mission.
Courage	We are bold and courageous. We speak truthfully about the experiences and needs of people living with HIV and affected communities and challenge inequity and injustice. We work ambitiously to achieve our vision. We try new ways of working, committed to learning and innovation.
Belonging	Belonging and connection is at the heart of living life well. We build peer connections among people living with HIV and affected communities and place lived and living experience at the centre of everything we do.

Key Responsibilities/Accountabilities

Leadership

- Demonstrate QPP's values, culture and expected behaviours through day-to-day work, professional conduct and interactions with colleagues, clients and stakeholders.
- Contribute to a positive, inclusive and accountable workplace culture by fostering collaboration, respectful communication, reflective practice, teamwork and wellbeing.
- Take responsibility for individual performance and professional development, actively participating in performance reviews, feedback and relevant learning and development opportunities.

Service Delivery

- Undertake counselling assessment, working collaboratively with service users to identify therapeutic goals appropriate to their needs and the scope of the program.
- Provide short-term counselling for mild-to-moderate mental health and AOD presentations, using a range of evidence-informed therapeutic modalities within trauma-informed, person-centred and harm reduction approaches.
- Deliver counselling across telehealth and in-person settings, supporting equitable access to Reset+ services across Queensland, including for people in regional communities.
- Identify, assess and respond appropriately to risk and duty of care considerations, seeking secondary consultation and escalating or referring where presentations fall outside the scope of the program.
- Support appropriate referral and connection to internal QPP and external services where additional or specialist support is required, promoting continuity of care and a seamless service user experience.
- Co-facilitate program groupwork alongside the Reset+ Peer Engagement Practitioner, contributing therapeutic expertise within a multidisciplinary and lived and living experience model.

Quality and Risk

- Comply with QPP policies, procedures, quality standards and relevant governance requirements, working within the scope of the role, seeking guidance and escalating matters appropriately ensuring safe, ethical and consistent work practices.
- Identify, document and promptly report risks, incidents, near misses, complaints and service issues in accordance with QPP procedures and escalation requirements.
- Maintain accurate, timely and complete records and data, and actively participate in quality assurance, accreditation, reporting and continuous improvement activities.

Resource and Budget Management

- Contribute to the responsible and efficient use of QPP resources, in accordance with organisational policies, procedures and approved arrangements.
- Ensure accurate and timely submission of expenses, invoices and claims, in accordance with QPP's financial procedures and requirements.

Stakeholder Engagement/Education

- Build and maintain positive, respectful and professional relationships with clients, community members, colleagues, service partners and relevant stakeholders.
- Engage inclusively, respectfully and professionally with all people and communities we serve and interact with, applying culturally safe, person-centred approaches and recognising the importance of lived and living experience in our work.
- Represent QPP professionally and contribute to effective stakeholder engagement, identifying and communicating community feedback, service needs and opportunities for improvement to the relevant manager.

Qualifications and Experience

Qualifications

Essential

- Relevant tertiary qualification in social work, psychology, counselling, occupational therapy or another relevant allied health or behavioural health discipline.
- Current registration, accreditation or membership with the relevant professional body, where applicable.
- The provision of a National Police Check of six months currency (or international check if lived overseas in the last 12 months) or evidence that a National Police Check has been applied for.
- A current Queensland Blue Card.

Desirable

- Credentialing or accreditation enabling the provision of Medicare-rebatable mental health services.
- Additional recognised qualification or training in alcohol and other drug practice.
- Recognised training in groupwork or group facilitation.
- SMART Recovery facilitator training.

Experience

Essential

- Demonstrated experience in the delivery of counselling and therapeutic interventions within mental health and/or AOD services, including assessment, therapeutic goal setting and short-term intervention. This includes the use of evidence-informed therapeutic modalities within trauma-informed, person-centred and harm reduction frameworks.
- Demonstrated ability to identify and respond to risk and duty of care considerations within therapeutic practice, including recognising the limits of professional and service scope and seeking appropriate consultation, escalation or referral.
- Demonstrated experience facilitating or co-facilitating therapeutic or psychoeducational groupwork within community-based settings.
- Demonstrated understanding of LGBTIQA+ affirming and HIV-informed practice, including the impacts of minority stress, stigma and intersectionality on the mental health and AOD needs of LGBTIQA+ people and people living with or affected by HIV.

Desirable

- Lived experience and/or strong connection to LGBTIQA+ communities and/or communities of people living with HIV.
- Experience working within organisations or teams that incorporate lived and living experience workforces.
- Professional experience providing health, mental health, AOD or community services to LGBTIQA+ people and/or people living with HIV.

Direct/Indirect Reports

Nil.

Key Selection Criteria
1. Demonstrated understanding of LGBTIQA+ affirming and HIV-informed practice, including the impacts of minority stress, stigma and intersectionality on the mental health and AOD needs of LGBTIQA+ people and people living with or affected by HIV. 2. Demonstrated experience providing short-term mental health and/or AOD counselling, including assessment, therapeutic goal setting and evidence-informed therapeutic interventions, with the ability to work effectively across telehealth and in-person settings. 3. Demonstrated ability to identify, assess and respond appropriately to risk and duty of care considerations, including recognising the limits of professional and service scope and seeking appropriate consultation, escalation or referral. 4. Demonstrated experience facilitating or co-facilitating therapeutic or psychoeducational groupwork, with the ability to create safe, inclusive and engaging group environments across online and in-person settings. 5. Demonstrated ability to work collaboratively within multidisciplinary teams, including alongside lived and living experience workforces, with effective communication, professional boundaries and reflective practice.

Note	
Last Updated	New position
Updated by	Lisa Wojciechowski
Approved by	Melissa Warner
Date	October 2026