

## Counsellor

**Our vision:** *People and communities have strong mental health and wellbeing.*

**Our purpose:** *Partnering with clients and carers to deliver mental health and wellbeing services that enhance quality of life.*

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

## Position Information

<p><b>Purpose</b></p>	<p>The Counsellor undertakes brief intervention, including time-limited support and provides referrals and care coordination to People experiencing mental health concerns.</p> <p>The Counsellor works from a strength-based recovery approach which aims to strengthen individual, family, and community resilience through accessible, culturally appropriate, and locally delivered services.</p> <p>The Counsellor is responsible for providing confidential, trauma-informed counselling and case coordination to people with mental health concerns and their support networks in line with Mind’s Model of Recovery Oriented Practice and My Better Life model.</p>
<p><b>Position reports to</b></p>	<p>Clinical Lead</p>
<p><b>Mind classification level</b></p>	<p>SCHADS Level 4</p>
<p><b>Stream</b></p>	<p>Queensland Operations</p>
<p><b>About the service</b></p>	<p>The Cairns Medicare Mental Health Centre delivered in partnership with Cairns and Hinterland Hospital and Health Services provides a welcoming, low stigma and soft entry point to engagement, assessment and treatment for people who are experiencing distress or crisis as an alternative to the emergency department.</p> <p>The service offers immediate, short and medium term clinical and non-clinical support and connect people with ongoing services allowing individuals to have greater access to early intervention and ongoing support.</p> <p>The services will operate 7 days a week including extended hours with options for tele-health and ongoing support if needed, including alcohol and other drugs, housing, and social services. Services will also be delivered in an outreach capacity.</p>

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.



<b>Position description effective date</b>	February 2026
<b>Responsibilities</b>	
<b>Provide direct support to individuals and their families</b>	<ul style="list-style-type: none"> <li>• Purposefully engage with individuals and their families using techniques including but not limited to:             <ul style="list-style-type: none"> <li>○ Brief intervention</li> <li>○ Motivational interviewing and coaching</li> <li>○ Family inclusive practice</li> <li>○ Single session family consultation</li> <li>○ Trauma informed practice</li> <li>○ Conflict resolution.</li> <li>○ Intake and initial assessment.</li> <li>○ Individual and Family Counselling.</li> <li>○ Provide confidential, trauma-informed therapy to individuals and their support networks.</li> <li>○ Apply evidence-based and evidence-informed interventions.</li> <li>○ Offer immediate support to individuals in acute distress, including those at risk of self-harm or suicide, and facilitate referrals to emergency services.</li> <li>○ Psychotherapy, Cognitive Behaviour Therapy, Dialectical Behaviour Therapy, Acceptance and Commitment Therapy.</li> <li>○ Follow a Person-Led approach, work dialogically and apply the Open Dialogue model of work.</li> </ul> </li> <li>• Collaborate with people we support on completing and/or reviewing risk assessments to ensure supports are delivered safely.</li> <li>• Operate within the scope of the role, professional standards and Mind policies and procedures.</li> <li>• Appropriate documentation including case noting, report writing &amp; development of support plans.</li> </ul>
<b>Provide support to families, and carers</b>	<ul style="list-style-type: none"> <li>• Support family and carer roles through understanding their concerns and the provision of information, education and referrals.</li> <li>• 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.</li> <li>• Facilitate, as appropriate, the re-engagement and maintenance of family and carer relationships.</li> <li>• Identify and build upon family strengths to navigate challenges together.</li> </ul>
<b>Work with local service providers</b>	<ul style="list-style-type: none"> <li>• Work closely with other professionals, including Multidisciplinary team and other stakeholders.</li> </ul>



	<ul style="list-style-type: none"> <li>• Establish and maintain referral networks to ensure that individuals have access to a range of services tailored to their specific needs.</li> </ul>
<b>Community Engagement</b>	<ul style="list-style-type: none"> <li>• Carry out community engagement activities as required.</li> <li>• Establish and maintain trust-based relationships with local leaders, and community groups.</li> <li>• Collaborate with local stakeholders to understand community needs and priorities.</li> </ul>
<b>Undertake group work</b>	<ul style="list-style-type: none"> <li>• Develop and facilitate group based mental health programs.</li> <li>• Incorporate culturally appropriate and community specific approaches to ensure relevance and engagement.</li> <li>• Lead group sessions that encourage open dialogue, shared experiences, and mutual support among participants.</li> <li>• Create a safe and supportive environment where individuals feel comfortable discussing mental health challenges.</li> <li>• Utilise evidence-informed techniques to promote coping strategies, emotional regulation, and resilience.</li> <li>• Evaluate and review group work programs under the supervision of the Clinical Lead.</li> </ul>
<b>Teamwork</b>	<ul style="list-style-type: none"> <li>• Participate in performance appraisals, feedback and ongoing professional development.</li> <li>• Support other team members, Clinical Lead and Service Manager to ensure key performance targets are met.</li> <li>• Ensure work alongside peer practitioners is complementary, respectful, collaborative, and champions peer approaches to suicide care.</li> </ul>
<b>Other duties</b>	<ul style="list-style-type: none"> <li>• Maintain accurate and timely Client File Information and records in approved database systems</li> <li>• Meet all data entry requirements for Mind and the funding body.</li> <li>• Provide clear, concise, and timely documented evidence of clinical interventions and document all activities using Mind's ICT system and processes.</li> <li>• Actively participate, contributing to your team and wider organisational initiatives.</li> <li>• Take personal responsibility for the quality and safety of work undertaken.</li> <li>• Contribute to service delivery improvements.</li> <li>• Other duties as directed.</li> </ul>
<b>Professional development</b>	<ul style="list-style-type: none"> <li>• Undertake relevant training and professional development, including regular supervision, appropriate to the primary work of the service and Mind.</li> <li>• Participate in reflective practice.</li> </ul>



<p><b>Accountability</b></p>	<ul style="list-style-type: none"> <li>• Conduct yourself in accordance with the Mind Code of Conduct and Mind policies and procedures which may change from time to time.</li> <li>• 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.</li> </ul>
<p><b>Workplace health, safety and wellbeing</b></p>	<ul style="list-style-type: none"> <li>• Contribute actively to the maintenance of a safe workplace.</li> <li>• Ensure all safety issues are reported and addressed as they arise.</li> </ul>
<p><b>Lived experience</b></p>	<ul style="list-style-type: none"> <li>• Contribute to a workplace that values lived experience and the inclusion of consumers, carers and families in the work we do.</li> </ul>
<p><b>Cultural safety</b></p>	<ul style="list-style-type: none"> <li>• 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.</li> </ul>



Position Requirements	
<b>Qualifications required</b>	<ul style="list-style-type: none"> <li>• Tertiary qualifications minimum Bachelor of Counselling and Psychotherapy.</li> <li>• Current registration with ACA (minimum level 3) or PACFA.</li> </ul>
<b>Knowledge, skills and experience required</b>	<ul style="list-style-type: none"> <li>• Experience and expertise in working directly with individuals experiencing mental health challenges, complex needs, contextual challenges, and with their families and carers.</li> <li>• Ability to work independently and as part of a multidisciplinary team.</li> <li>• Strong communication and interpersonal skills, with a compassionate and non-judgmental approach.</li> <li>• Demonstrated ability to apply evidenced based therapeutic approaches.</li> <li>• Demonstrated experience in documenting client notes, reporting and working with a variety of electronic systems.</li> <li>• Demonstrated experience with risk management, client safety planning, and mandatory reporting regulations.</li> <li>• Proven ability to work autonomously and as a member of a team.</li> <li>• Demonstrated understanding of available community services, networks and supports.</li> <li>• A lived experience of mental ill health and recovery or experience caring for a person with mental ill health is desirable.</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Right to work in Australia.</li> <li>• Current valid Australian driver's licence.</li> <li>• Current NDIS Worker Screening Check Clearance.</li> <li>• Working with Children Check or equivalent (Blue Card - QLD).</li> <li>• Able and willing to work in line with centre opening hours including evenings and weekends.</li> <li>• Preparedness to work across different services and/or locations as required and directed.</li> </ul>

To learn more about Mind visit [mindaustralia.org.au](http://mindaustralia.org.au)



You can also watch our Great Minds series of videos by visiting [www.youtube.com/mindaustralia](http://www.youtube.com/mindaustralia)

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