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| **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+ clients 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 customers 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 this client group. This role will hold a case load with clients engaged for 3-6 months and work as part of a multi-disciplinary team across sites with other practitioners. |
| **Position reports to** | Practice Lead |
| **Mind classification level** | SCHADS Level 5 |
| **Stream** | Lived Experience |
| **About the service** | Mind offers a targeted range of supports and services that aim to maximise recovery outcomes including group education and learning, mentoring and coaching, education and vocational support, housing and linkage services, counselling and NDIS planning and access supports. The services operate in the context of local community, with a focus on supporting people to achieve their better life goals which reflects Mind’s Model of Recovery.in the context of local community, with a focus on supporting people to achieve their better life goals which reflects Mind’s Model of Recovery.  Aftercare provides peer-based and psychological support to LGBTIQA+ people for three months following a suicidal crisis at no cost to the client. Aftercare also runs a groups program and is actively engaged in community advocacy and preventative support. |
| **Position description effective date** | July 2024 |
| **Responsibilities** | |
| **Clinical skills and knowledge** | * Lived experience as an LGBTIQA+ person. * Lived experience with thoughts of suicide/mental health difficulties. * Willingness to utilise your own lived experience of mental ill health and recovery and/or caring to inform your work and the work of the team. * Disclose your lived experience in an appropriate and purposeful manner to support, empower, bring hope and support the recovery of clients. * Provide comprehensive and flexible therapeutic support service to customers and their family/carers, including knowledge of assessment, support, brief intervention, planning and evaluation, education and research capacities. * Provide brief assessment, intake including K10 and SIDAS. * Confidence in working with clients 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 customers, 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. |
| **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 respectful, collaborative and champions peer work 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 Experienced based service. * Ensure that complaints and incidents are managed in a timely manner, and escalated to the Area 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 CIM, MindLink and 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 knowledgebase 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. |

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| **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, including lived expertise, in working directly with people in the LGBTIQA+ community with mental health issues, and/or with their families and carers. * 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, trauma informed theory, cognitive behavioral therapy, motivational interviewing and harm reduction therapy. * Support the team to understand and deliver services that are consistent with recovery oriented practice from a peer/lived experience perspective. * Passion to drive and champion change, initiatives and progress the lived experience agenda throughout the organisation. |
| **Other** | * Right to work in Australia. * Current valid Australian driver’s licence. * Current NDIS Worker Screening Check Clearance. * Working with Children Check or equivalent (Blue Card - QLD). * Able to obtain and provide evidence of vaccinations against COVID-19. |