

Senior 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

Purpose	<p>The = Senior Counsellor undertakes brief intervention, including single session work, and provide referrals and care coordination for young people and their families. This includes young people who have or may be at risk of developing a mental health and/or substance use disorder or have economic and social recovery needs. The = Senior Counsellor works from a strength-based recovery approach within a multi-disciplinary team of staff and liaising with a range of co-located services.</p> <p>As a member of the leadership team of headspace Box hill, the = Senior Counsellor will model excellent practice in providing services to young people, families, friends and carers with the Clinical Lead and Service Manager of headspace Box Hill.</p>
Position reports to	Clinical Lead
Mind classification level	SCHADS Level 5
Stream	Victoria Operations
About the service	<p>headspace Box Hill is part of Victoria Operations Service Stream for Mind Australia. headspace Box Hill aims to promote and facilitate improvements in the mental health, social wellbeing and economic participation of young people aged 12-25 years residing in the Eastern Region of Melbourne. In this youth friendly space, services are delivered across four core streams – physical and sexual health, mental health, alcohol and other drugs (AOD), and educational and vocational services.</p> <p>headspace brings together key organisations experienced in the delivery of physical and sexual health, mental health, alcohol and drug services, vocational and education services for young people. headspace is an evidence-based early intervention mental health and wellbeing service for young people aged 12-25 years</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.



Position description effective date	October 2023
Responsibilities	
Provide direct support to young people and their families and friends	<ul style="list-style-type: none"> • Purposefully engage with young people and their families using techniques including but not limited to: <ul style="list-style-type: none"> - Brief intervention - Single session thinking - Motivational interviewing and coaching - Family inclusive practice - Single session family consultation - Trauma informed practice - Conflict resolution - Intake and initial assessment as directed by the Clinical Lead. • Work with young people to enable them to live a meaningful life through supporting them through a staged approach to recovery: <ul style="list-style-type: none"> - Establishing self- directed recovery relationships - Strengths identification and individual recovery plan development - Skill and capacity development - Engagement and maintenance of natural supports - Service exit and ongoing self- management support • Support young people and their families, friends and carers in a range of areas including: <ul style="list-style-type: none"> - Understanding and managing their own mental health - Developing daily living skills and capacity for self-care - Crisis and incident management - Addressing stigma and managing issues arising from trauma - Managing physical and sexual health - Support the screening, assessment and management of drug and alcohol issues - Support to maintain or create meaningful activity through participating in community life, including education and vocational activities
Provide support to families and carers	<ul style="list-style-type: none"> • Support family, friends and carer roles through understanding their concerns and the provision of information, education and referrals. • Facilitate, as appropriate, the re-engagement and maintenance of family, friends and carer relationships.
Work with local service providers	<ul style="list-style-type: none"> • Engage with young people to fully understand their need for assistance from local service providers with clinical mental health, physical and sexual health, vocation and education, eligible entitlements and benefits, housing, transport, recreation and social connections.



	<ul style="list-style-type: none"> • Make linkages and build relationships and referral pathways to maintain or create a range of local supports for young people that facilitate them living the life of their choosing in their own community. • Carry out community engagement activities as required
Work with clinical partners	<ul style="list-style-type: none"> • Work within a multidisciplinary team to provide integrated care to young people: <ul style="list-style-type: none"> - Supporting recovery oriented practice - Supporting clinical interventions - Actively participating in team, case and handover meetings - Enhancing collaboration between team members
Undertake group work	<ul style="list-style-type: none"> • Plan and develop group work programs with the Clinical Lead that will assist young people and potentially their families to build their skills, social connections and focus on their recovery. • Deliver group work programs as the lead/co-facilitator under the supervision of the Clinical Lead. • Evaluate and review group work programs under the supervision of the Clinical Lead.
Service delivery improvement	<ul style="list-style-type: none"> • Coach and mentor the team in an area of speciality as required • Ensure all performance targets as set by Mind are met and utilise performance reports to provide advice to the Service Manager to enable effective planning and service reviews. • Participate in performance appraisals, feedback and ongoing professional development. • Promote systematic change by identifying opportunities for service system improvement from individual client work and strengthening community partnerships to encourage innovative and collective solutions.
Other duties	<ul style="list-style-type: none"> • Document all activities using Mind's ICT system and processes. • Ensure all Client File information is entered in a timely manner. • Meet all data entry requirements for Mind, headspace National and Eastern Melbourne Primary Health Network. • Provides clear, concise and timely documented evidence of clinical interventions. • Actively participate, contributing to your team and wider organisational initiatives. • Take personal responsibility for the quality and safety of work undertaken. • Encourage feedback and contributions to service delivery improvements. • Other duties as directed.



Professional development	<ul style="list-style-type: none"> • Undertake relevant training and professional development, including regular supervision, appropriate to the primary work of the service and Mind. • Participate in reflective practice.
Accountability	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Contribute actively to the maintenance of a safe workplace. • Ensure all safety issues are reported and addressed as they arise.
Lived experience	<ul style="list-style-type: none"> • Contribute to a workplace that values lived experience and the inclusion of consumers, carers and families in the work we do.
Cultural safety	<ul style="list-style-type: none"> • 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.



Position Requirements	
Qualifications required	<ul style="list-style-type: none"> • Tertiary degree qualifications in Counselling, Mental Health, Youth Work or other health related field as designated by Mind.
Knowledge, skills and experience required	<ul style="list-style-type: none"> • Experience and expertise in working directly with young people with mental health issues, complex needs, contextual challenges, family violence, poverty, homelessness, drug and alcohol, protective issues and with their families and carers. • Demonstrated ability to plan and prioritise to meet customer service delivery requirements. • Excellent customer service skills. • Demonstrated experience in documenting client notes, reporting and working with a variety of electronic systems. • Demonstrated ability to work within a multi-disciplinary team providing integrated care. • Demonstrated understanding of available community services, networks and supports. • Proven capability to coach, mentor and develop a team to achieve best quality service outcomes including experience in the provision of professional supervision. • A track record in successful relationship development, stakeholder management and strategic partnerships • Excellent interpersonal and communication skills with the ability to consult, negotiate and influence peers, stakeholders and government agencies with diplomacy to achieve effective outcomes. • Skills and experience in advocacy, collaboration, facilitation, evaluation and problem solving. • High level organisational skills with demonstrated ability to prioritise, manage multiple complex tasks concurrently, work under pressure and meet deadlines. • Awareness and understanding of the NDIS is desirable. • A lived experience of mental ill health and recovery or experience caring for a person with mental ill health is desirable.
Other	<ul style="list-style-type: none"> • Right to work in Australia. • Current valid 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. • Able and willing to work in line with centre opening hours. • Preparedness to work across different services and/or locations as required and directed.

To learn more about Mind visit mindaustralia.org.au



You can also watch our Great Minds series of videos by visiting www.youtube.com/mindaustralia

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