

Position Description

| | |
|--------------------------------|---|
| Position Title: | Counsellor |
| EBA / Award: | Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2022 |
| Classification: | SACS Level 5 |
| Reports to Operational: | Team Leader - Towards Change |
| Primary Site: | Yarra Ranges – Lilydale (some outreach required) |
| Last updated: | August 2024 |

Be part of a major boost to mental health and wellbeing in Victoria!

The Mental Health and Wellbeing Locals are an important part of Victoria’s reformed mental health and wellbeing system. The Victorian Government has committed to establishing 50 Mental Health and Wellbeing Locals.

In the Yarra Ranges, Wellways, Eastern Health, Inspiro Health, and Oonah are working together to offer an easy way to access care and support for people aged 26 years and over who are experiencing mental health concerns – including people with co-occurring alcohol and drug support and care needs and their family, carers, and supporters.

Mental Health and Wellbeing Locals are free, voluntary, and easy to access, with no referral required. Importantly, these new services will be delivered on the basis of ‘*how can we help?*’ and a ‘*no wrong door*’ approach, focused on giving choice and control over how the participant wants to receive support.

This new service will make it easier for the participant to access the support they need, closer to home and family, carers, and support networks.

Most importantly, Mental Health and Wellbeing Locals are safe spaces for everyone.

Commitment to Reconciliation

The Mental Health and Wellbeing Local knows that Aboriginal and Torres Strait Islander people have not always been well-served by mental health and disability organisations. Their social and emotional wellbeing has been impacted by generations of trauma, injustice and deprivation. As partner organisations, we recognise our responsibility in addressing these issues of injustice, inequality and stigma as part of ensuring our services are both welcoming and helpful for people and their families. As part of our commitment to reconciliation, we are working to create culturally aware and safe services for First Nations Community Members.

Working together - how we will deliver services

The Mental Health and Wellbeing Local is community-led and integrated through partnership that shares power, creating a responsive, flexible and helpful service.

The Local will operate seven days a week, with extended operating hours to support a flexible and responsive service. The Local service model will provide integrated clinical support, care, and wellbeing support to participants and their family members or carers. The provided services will be in response to participants experiencing a mental health challenge and co-occurring substance use or addiction. This approach will improve the capacity of individuals to engage in our community and respond to any future psychological distress.



Community

The Mental Health and Wellbeing Local services will be community-led, and co-production will ensure a diverse range of perspectives are included in the design, delivery, and governance of the Local services, ensuring it reflects, responds and is accountable to the local community it supports.

Connected

An integrated service system connected through governance (partnership, operational and clinical) systems and workforce ensures people can access the right support at the right time.

Creating capacity for citizenship

Our model of care and governance structure has been designed to create capacity. Our workforce, individuals, and their natural supports recognise and respond to psychological distress and address barriers that prevent people from participating in their community and leading meaningful lives including offering outreach services in the participants homes.

Team

The Counsellor will form part of the Towards Change Team, playing a vital role in the ongoing mental health reform initiatives in Victoria led by Wellways and its partners. As a member of a growing service system, this role is dedicated to placing the community at the forefront of the Yarra Ranges Mental Health and Wellbeing Local.

Role Purpose

The Counsellor will utilise their specialised expertise in working with adults (aged 26 and over) experiencing mental health and/or additional challenges. Committed to enhancing the mental health and wellbeing of individuals accessing services at the Local, you will provide therapeutic counselling/psychotherapy and other support options for people experiencing a range of mental health issues, and where appropriate, their families, carers, and supporters.

How you will make a difference

Working together, Wellways, Eastern Health, Inspiro Health and Oonah are committed to the delivery of a range of mental health and addiction supports and interventions tailored to the unique need of the Yarra Ranges community. Our approach prioritises Lived/Living Experience, inclusivity and genuine partnership and participation, forming the foundations of our work. This innovative approach represents a transformative shift offering a remarkable opportunity to shape the future of mental health and wellbeing in Victoria.

Your commitment involves tailoring the Mental Health and Wellbeing Local Service to be attuned to the unique needs of the community, placing the community's perspective at the core of every decision.

Key areas of accountability

| Area | Deliverable |
|----------------|--|
| General | <ul style="list-style-type: none"> • Work in partnership with individuals to conduct thorough psychosocial assessments, acknowledging their strengths, needs and experiences, utilising a trauma-informed approach. • Provide counselling services at the preferred location of the participant, including office based, outreach and home based support • Collaboratively develop individualised wellbeing plans with clients that reflect their goals and preferences in a way that promotes self-determination and empowerment. • Implement a range of evidence-informed interventions such as ACT, DBT and mindfulness, tailored to the unique needs of each individual while respecting their personal choices. • Provide practical tools and strategies to empower clients in managing symptoms, enhancing emotional regulation, and navigating challenges, with the aim of promoting self-efficacy and overall well-being. • Work actively to embed consumer perspectives and lived experience into the model of care • Facilitate open and respectful communication within families and relationships, cultivating healthy connections and addressing conflicts constructively. |

| | |
|---|--|
| | <ul style="list-style-type: none"> • Work with individuals holistically and contextually, considering systems, institutions, families, cultures, communities, and ethnicity. |
| Essential Skills & Expertise | <ul style="list-style-type: none"> • Comprehensive knowledge and understanding of intricate mental health issues, recognising the challenges and significant impact they pose for individuals affected by them. • Exceptional communication skills, encompassing proficiency in written, verbal, and interpersonal interactions. • Familiarity with single-session and brief intervention models of support • Strong ability to convey warmth, openness, and concern for the wellbeing of participants. • Ability to self-regulate and self-monitor own behaviours, practice self-reflection and a commitment to realistically assess your own personal strengths, limitations and biases • Work as part of a multidisciplinary team to contribute to service and team development and the promotion of the Local and its services. • Capability to make informed decisions on reasonably complex issues, aligning with established policies and procedures, and adept at identifying and resolving problems or obstacles in collaboration with team members • Capacity to work autonomously and collaboratively within a multidisciplinary team, efficiently managing multiple tasks in a dynamic environment • In-depth knowledge of trauma-informed practice and practical experience in applying person-centred approaches to a diverse participant group including Aboriginal and Torres Strait Islander, CALD, LGBTIQ+ and neurodivergence as well as intersectional issues as homelessness, family violence and physical health challenges |

Key Requirements

| | |
|---------------|---|
| Qualification | <ul style="list-style-type: none"> • Tertiary qualification in psychology, social work, counselling, or related field. • Membership, or eligibility for membership with appropriate professional body (PACFA, ACA, AASW, AHPRA) |
| Experience | <ul style="list-style-type: none"> • Experience working in mental health and/or AOD sectors |

| | |
|------------------------|--|
| | <ul style="list-style-type: none"> • Proven experience in delivering counselling to vulnerable communities and/or individuals belonging to vulnerable groups, demonstrating sensitivity and empathy. |
| Information Technology | <ul style="list-style-type: none"> • Willingness to learn and utilise technology platforms relevant to the position. • Basic skills in Microsoft Office Suite and CRM systems |
| Compliance | <ul style="list-style-type: none"> • National Police Check • International Police (if required) • Current Driver's Licence • Current Working with Children Check-employment • Evidence of right to work in Australia • NDIS Workers Screening Check • 100 points of identification • NDIS Workers Orientation Modules – free online course |
| Other | <p>All staff at the Local may be required to work offsite and in homes, as needed to strengthen local networks and make services available flexibly to participants.</p> <p>Welcome</p> <ul style="list-style-type: none"> • Personal lived experience of addiction and/or mental health challenges or have cared for someone who has • Aboriginal, Torres Strait Islander people, people living with a disability, Culturally and Linguistically Diverse people, and people who identify as LGBTIQ+ are encouraged to apply |

Required Values & Behaviours

| Area | Description |
|----------------------------|---|
| Authenticity and Integrity | <ul style="list-style-type: none"> • We will bring our whole selves to the table and work from a position of trust and belief in the other, recognising community and wellbeing belongs to all of us. • We are committed to leading a culture that is helpful and understands people exist and have complex intersectional circumstances that can lead to psychological distress. |

| | |
|--------------------------|--|
| Compassion | <ul style="list-style-type: none"> We will commit to a compassionate approach and understanding leading with curiosity. |
| Respectful Collaboration | <ul style="list-style-type: none"> We are respectful and recognise the power in our different experiences and organisations work views and recognise we all have something to learn from each other. |
| Quality and Safety | <ul style="list-style-type: none"> Ensure any risks are identified and reported promptly and that prevention strategies are implemented to ensure the safety of all participants. Ensure and take all reasonable care for your personal safety and the safety of, participants and colleagues. Actively participate in workplace health and safety initiatives and consult with colleagues and management in relation to issues that impact on the safety of the workplace. Comply with all Policies and Procedures Maintain confidentiality as per Yarra Ranges Mental Health Local policies and procedures and in accordance with relevant privacy and health records legislation. Actively involve participants and/or carers in quality and safety improvement activities. Maintain up-to-date immunisation status related to own health care worker category. Ensure that the principles of general and participant manual handling are adhered to. |
| People & Culture | <ul style="list-style-type: none"> Act in accordance with the 'Code of Conduct' and 'Workplace Behaviour' Policies. Actively participate in relevant professional development. Actively participate in supervision Display high levels of professional behaviour at all time |
| Equality and Equity | <ul style="list-style-type: none"> We will strive for equality and equity in our approach to partnership and the community we serve. We aim to break down the barriers of power and privilege recognising we come together toward a common goal. |
| Honesty and Courage | <ul style="list-style-type: none"> We will have robust feedback mechanisms in our model of care and governance structure to actively engage with |

| | |
|------------------------------|---|
| | <p>community and participants to ensure we are meeting their needs and we are accountable to these.</p> <ul style="list-style-type: none"> • We lean into difficult conversations realising this is when there is the greatest opportunity to learn. |
| Excellence and Appreciation | <ul style="list-style-type: none"> • Our work will be evidence based and we commit to continuous quality improvement processes to ensure the people using our service have excellent outcomes. |
| Commitment to reconciliation | <ul style="list-style-type: none"> • Demonstrates commitment to reconciliation. • Work towards creating culturally aware and safe services for First Nations Community Members. |