



Position Description

Position Title Family and Carer Counsellor
Division / Team Mental Health and Counselling Services
Reports to Senior Manager Mental Health and Counselling Services
Agreement / Award Dependent on professional registration
Classification As per contract of employment – Dependant on skills, and qualifications
EFT / Term As per contract of employment
Work Location As per contract of employment
Date Approved April 2026

About Ballarat Community Health Ballarat Community Health (BCH) provides a wide range of community health and wellbeing services across Ballarat and Western Victoria. We are passionate about improving the health and wellbeing of the communities we support and addressing health and social inequality. We strive for safe, effective, connected, person centred quality services, and advocate to improve systems to bring about positive outcomes for the broader community. Our work is guided by our core values. These values inform how we work with each other, the partnerships we develop, as well as how we collaborate with and support our community. At BCH we believe our people are our greatest asset. We know that developing and retaining a skilled workforce is fundamental to our success. We are committed to nurturing an inclusive, capable and diverse workforce, and creating environments where our people thrive and excel.

Our Purpose Creating healthy communities through the provision of accessible, affordable and quality health and wellbeing services.

Our Leading Principles Address health inequity and inequality
 Improve the health and wellbeing of our community
 Have impact and be sustainable

Values	Respect Valuing other points of view and treating people with respect	Integrity Acting with sincerity and honesty	Courage Strength in the face of challenges
	Resilience The ability to be strong in adversity, and bounce back with renewed hope	Responsibility Being reliable and accountable to others	Optimism Focusing on potential and abilities

Diversity Statement Ballarat Community Health recognises and celebrates the diversity of the community within which we work. We acknowledge the first peoples of Australia and their unique contribution. We welcome and work with people of all ages and health status, of all races, abilities, gender identities, sexual orientations, religious, cultural, and linguistic backgrounds, and financial status.

Position Summary The Family and Carer Counsellor will use their lived or living experience as a family member, carer or supporter of people who experience mental ill-health and / or substance use to inform their therapeutic supports to carers and families. The Family and Carer Counsellor will provide high quality counselling services, including family interventions and group work,

using approved counselling modalities consistent with best practice and the model of care for the Grampians Mental Health and Wellbeing Connect centre.

The Family and Carer Counsellor will deliver evidence-based therapies tailored to the needs of families, carers and supports, either face-to-face, via telehealth or online.

This role will be an important part of a dedicated team that is providing authentic, peer-led support and assistance at the Grampians Mental Health and Wellbeing Connect, which operates in partnership with Mind Australia. The Centre is a key part of the Victorian Mental Health Reforms.

Principal Areas of Responsibility

- Use your own lived or living experience as a family member, carer, or supporter of someone experiencing mental ill-health and or / substance use challenges to inform your clinical practice and the work of your team.
- Understand Minds Peer Work Framework and Connect Centre Service Framework to inform your practice
- Understand Ballarat Community Health Mental Health Model of Care to inform your practice

Provide Counselling support to families and carers

- Work as part of a multidisciplinary team with the Mind Peer Workers to provide high quality, evidence-based counselling services, clinical therapies and family interventions to families, carers, and supporters in accordance with professional, ethical, and National Standards.
- Use approved counselling modalities to deliver therapeutic supports tailored to the needs of families, carers and supporters, either face-to-face, telehealth or online
- Work collaboratively with family/carer peer support workers as part of the care team and ensure counselling approaches are aligned with the individual's support plan.
- Formulate integrated care and support plans and provide child, carer or family interventions designed to enhance relationships, and family wellbeing

Undertake Group Work

- Develop and deliver family therapy group work sessions as required that will assist families, carers and supporters to build their skills, develop wellbeing supports, and better support themselves and their loved ones.
- Deliver group work programs as the lead / co-facilitator based on peer values and principles
- Engage and support families and carers to co-produce and co-facilitate groups /events with a recovery-oriented approach, as required.
- Evaluate and review group work programs.

Work with local service providers

- Build relationships with local carer support services, mental health services, alcohol and other drugs (AOD) services and community-based organisations including schools and neighbourhood houses to-provide early support
- Assist with facilitating appropriate linkages to internal and external services and supports, which are part of the counselling formulation
- Provide advocacy support and advice where appropriate to facilitate a better outcome for the person in their family/caring role

Other Duties

- Document all activities using Minds ICT systems and processes
- Participate in Reflective Practice
- Participate in Family and Carer Community of Practice on a regular basis, and other meetings as required
- Some travel may be required.

- Other duties as directed
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Scope

- To follow leadership and management direction and seek advice on all matters outside usual scope of practice.
 - Practice in a manner consistent with the requirements of the relevant professional registration requirements and relevant registration board
 - Continuing education to keep abreast of changes, in both the clinical and lived experience spaces.
 - Work under the Grampians Mental Health and Wellbeing Connect framework
 - Complete consortia Partner Mind's Peer Work Program training
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Organisational Responsibilities

- Be aware of and perform all duties in accordance with the organisation's stated policies and procedures
 - Understand practice frameworks relating to the Multi Agency Risk Assessment and Management (MARAM) framework and Information Sharing Schemes
 - Establish and maintain cooperative working relationships with staff and always ensure alignment with the BCH values
 - Work within professional boundaries and relevant scope of practise at all times
 - Maintain relevant professional registration
 - Work cooperatively across the teams to provide a comprehensive coordinated health promotion service
 - Attend approved professional development sessions and keep up to date with current developments, theories and practises in the field
 - Participate in compulsory BCH training programs
 - Ensure that client and staff confidentiality is respected and upheld at all times
 - Attend and actively participate in meetings as required
 - Represent and promote Ballarat Community Health appropriately, taking into consideration BCH advocacy statements and values
 - Participate in performance development plans and supervision
 - Participate in the organisation's continuous quality improvement programs and activities
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Qualification requirements

- Tertiary degree qualifications in Counselling, Psychology, Social Work, Occupational Therapy, Family Therapy or other health related field as designated by BCH
 - Able to obtain registration with Australian Health Practitioner Regulation Agency (AHPRA), Australian Counselling Association (ACA), or equivalent accreditation
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Key Selection Criteria**1. Experience:**

- Previous experience in Counselling and / or Family Therapy and using appropriate therapeutic modalities with individuals and groups.
- Proven experience in Community Services, Mental Health, Disability, Social Welfare, Health care or Government sectors is required. An understanding of local mental health and alcohol and other drug, NDIS, and My Aged Care systems is an advantage

2. Interpersonal Skills:

- Proven ability to provide excellent service to client, staff, and general community members
- Effective oral and verbal communication skills, including the ability to show empathy and patience towards clients and staff

3. Written Communication:

- Strong written communication and report writing skills

4. Computer Skills:

- Strong knowledge of and ability to use the Microsoft Office Suite and Windows based programs and database management systems

5. Organisational Skills:

- Ability to prioritise workloads and conflicting tasks and manage deadlines
- Proven ability to use initiative to solve problems
- High attention to detail

6. Alignment with BCH values:

- Ability to align with the BCH values in all areas of work
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Conditions of Employment and other relevant information

- The successful applicant will be required to maintain a current driver's licence.
 - BCH strongly supports Equal Opportunity and Access to Services, and requires all staff to be sensitive and inclusive of individual needs including but not limited to cultural, religious and sexual orientation.
 - The successful applicant will be required to undertake a police records check. Appointment is subject to the outcome of this check.
 - The successful applicant will be required to obtain and maintain a valid employment Working with Children Check whilst employed in this position.
 - The successful applicant will be required to obtain and maintain a valid NDIS Worker Screening Check whilst employed in this position.
 - Prior to being appointed to this position it is required that there is a full disclosure of any pre-existing injuries or disease that might be affected by employment in this position.
 - BCH reserves the right to vary the location of the position according to the needs of BCH and its clients and any future changes to the BCH's areas of operation.
 - Management may alter this Position Description if and when the need arises. Any such changes will be made in consultation with the affected employee(s). Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive.
 - Salary sacrifice arrangements are available to all staff subject to BCH's ongoing Fringe Benefits Tax exempt status.
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