



Position Description

Position Title	Family and Carer Counsellor
Division / Team	Mental Health Program
Reports to	Service Manager, Mental Health and Wellbeing Connect for operational issues. BCH Mental Health Program Manager for Professional Supervision
Agreement / Award	Community health Centre (Stand Alone Services) Social and Community Service Employees Multi- Enterprise Agreement 2022
Classification	Dependent on qualifications and experience
EFT / Term	0.8 -1.0 eft
Work Location	Ballarat
Date Approved	August 2023

About Ballarat Community Health Ballarat Community Health (BCH) strives for high quality, flexible and responsive service delivery, and health promotion with a focus on service monitoring, review, and evaluation. BCH provides a broad range of services to the community of Ballarat, with outreach services delivered in the Central Highlands region and beyond. There is a primary emphasis in all service delivery on health promotion and illness prevention. BCH is committed to operating as a values-based organisation and has adopted the below values as key to our work. We seek to demonstrate these values in the way we choose to behave and interact with each other, our clients, partners, and the community. Compassion, empathy, and empowerment are important behaviours in underpinning these values.

Our Purpose Health and wellbeing for all with a commitment to the most vulnerable.

Our Leading Principles A driven desire to maximise 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 utilise their lived or living experience as a family member, carer or supporter of people who experience mental ill-health and/or substance use to provide therapeutic support 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. The Family Counsellor will deliver evidence-based therapies tailored to the needs of families, carers and supporters, either face-to-face, via telehealth or online .

The role will be an important part of a dedicated team that is providing authentic, peer-led support and assistance at the new Grampians Mental Health and Wellbeing Connect. The Centre is a key part of the Victorian Mental Health Reforms.

This role is based in Ballarat, but will be required to support families, carers and supporters across the Grampians Region.

Team Environment

The Grampians Mental Health and Wellbeing Connect will operate across the Grampians region through a partnership with MIND, Ballarat Community Health and Grampians Community Health. A centre will be established in Ballarat, along with satellite sites. Families, carers and supporters seeking information, advice, referral and peer support will be able to access Centre-based services, receive outreach support and support through telephone and other virtual platforms. Staff will have a lived or living experience as a family member, carer or supporter of someone living with mental ill-health and/or substance use challenges and will deliver services utilising a relational recovery approach, trauma informed practice and peer support. One-on-one support and group-based support will be provided.

Principal Areas of Responsibility

Peer Work

- Willingness to utilise 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 work and the work of the team.
- Draw on consortia partner MIND's Peer Work Framework and Model of Peer Work to guide your work.
- Support the team to understand the important part that counselling plays in family and carer support.

Provide counselling support to families and carers

- 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, family wellbeing and satisfaction.

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 as required.
- Evaluate and review group work programs.

Work with local service providers

- Engage with families, carers and supporters in the region to fully understand needs and assist with navigation of the healthcare system, build referral pathways and make
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linkages to service providers, agencies or support systems that will support them to address life impacts and barriers to full social, educational and employment participation.

- Build relationships with local carer support services, mental health services, alcohol and other drug (AOD) services and community-based organisations including schools and neighbourhood houses to provide early support.
- Assist with facilitating appropriate linkages to internal or 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 BCH's ICT system and processes.
- 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
 - Undertake relevant training and professional development, including regular supervision, appropriate to the primary work of the service and BCH.
 - Complete consortia Partner MIND's Peer Work Program training
 - Participate in reflective practice.
 - Participate in Family and Carer Community of Practice on a regular basis, and other meetings as required
 - Ongoing reflection on your personal lived experience and the broader lived experience knowledgebase and how you use this in your practice.

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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
 - Ensure that client and staff confidentiality is respected and upheld at all times
 - 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
 - Contribute actively to the maintenance of a safe workplace.
 - Ensure all safety issues are reported and addressed as they arise
 - Contribute to a workplace that values lived experience and the inclusion of consumers, carers and families in the work we do.
 - 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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- Qualification and Immunisation 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.
 - Covid 19 Vaccination and boosters
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Key Selection**Criteria****1. Experience:**

- Previous significant 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, Housing, Healthcare 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.
- A lived or living experience as a family member, carer or supporter of someone who is experiencing, or has experienced, mental health challenges, or substance use challenges. Along with the ability and willingness to contribute this in working towards organisational strategies on lived/living experience workforces.

2. Interpersonal Skills:

- Ability to draw on the broader family/carers lived experience knowledge base to inform your counselling/therapeutic practice.
- Ability to support the team to understand and deliver services that are consistent with relational recovery-oriented and trauma-informed practice from a peer/lived experience perspective.
- Passion to drive and champion change, initiatives and progress the lived experience agenda across consortia members of BCH, Mind and Grampians Community Health.

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

Conditions of Employment and other relevant information

- The successful applicant will be required to maintain a current driver's licence. Travel across the Grampians may be required.
- 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.
- 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.