

Position title	Counselling Coordinator* *As a special measure for this role, this role is designated for someone who identifies as having Lived Experience
Reports to	Allied Health Manager
Award agreement	Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2022
Classification	Level 7 (pay point dependent on experience)

About Your Community Health

Your Community Health is a progressive, high quality, independent community health service. It provides a wide range of community-based health and social support services including primary care, allied health, oral health, mental health, harm reduction, social support and health promotion services. Our three comprehensive health centres are located in Darebin, but we are here for everyone in the diverse communities across Melbourne. We work in partnership with our communities and other services using a combination of outreach, home-based and centre-based activities and co-located services.

More information is available at: www.yourch.org.au

Vision	Health and wellbeing for everyone
Purpose	We partner with people and communities to deliver health and wellbeing services and promote equity
Our organisational values	<p>Courage</p> <ul style="list-style-type: none"> • We are progressive • We are creative and resourceful • We challenge the status quo for the benefit of our communities <p>Empathy</p> <ul style="list-style-type: none"> • We are caring and inclusive • We celebrate and value diversity • We work collaboratively and respectfully <p>Integrity</p> <ul style="list-style-type: none"> • We are ethical, honest, reliable and fair • We listen and are accountable to our communities • We earn and build trust <p>Achievement</p> <ul style="list-style-type: none"> • We are outcomes-focused • We are adaptable and always learning • We continuously improve • We are creative and resourceful

About the Counselling team

The Counselling Team are part of the Allied Health Program, providing trauma informed generalist counselling primarily to clients of Your Community Health. The counselling service provides a generalist counselling to individuals with a range of issues, however with specific focus on life stage issues, relationships, trauma, general mood, emotional distress, family violence (victim-survivors), loss and grief. The team sits within Community Partnerships directorate. As part of YourCH we are passionate and enthusiastic staff working towards our vision of a health and wellbeing for everyone and creating an environment that is inclusive and representative of the communities in which we serve.

Statement of Inclusivity

Your Community Health is committed to providing an inclusive and accessible environment where people and communities of all identities and backgrounds (including but not limited to, ethnicity, faith, socio-economic circumstance, sexual orientation, gender identity, ability, bodies, migration status, age and Aboriginal and Torres Strait Islander descent) are accepted, safe and celebrated. We achieve this through the guidance of our values and principles.

Your Community Health understands the need to ensure that meaningful inclusion is built into the organisational DNA and to create an environment that attracts team members that reflect the communities we serve.

Your Community Health look to actively encourage members applications of the LGBTIQ+, Aboriginal and Torres Strait Islander peoples, Disability, culturally and linguistically diverse communities and those with lived experience in areas in which we work. We work to address barriers in full participation.

Position Purpose

The Counselling Coordinator is responsible for managing the counselling services that support clients, and the community referred to Your Community Health.

This role ensures the delivery of high-quality client services in accordance with relevant policies and procedures. The coordinator will oversee the effective operation of the counselling discipline, including budget management and strategic planning, in alignment with the broader Allied Health Program Operational Plans and YourCH Strategic Directions. The position is also responsible for fostering the development of a skilled counselling workforce, ensuring service excellence through regular professional supervision, promoting continuous improvement, and enhancing clinical competencies.

The Counselling Coordinator will provide advice and support and is a key contributor to the organisation's response to Mental Health reform. The Counselling Coordinator will hold the portfolio for Family Violence, supporting the organisation's response to family violence reform and prevention. The role will provide specialist advice and contribute to the development of policies in this area.

The Counselling Coordinator is required to work a minimum of 0.2FTE counselling clinical hours within the 0.8FTE role.

As a special measure this position is designated for a person with lived experience. The filling of this position is intended to constitute a special measure under section 12 of the Equal Opportunity Act 2010 (Vic).

Position responsibilities

- Lead key organisational projects within the discipline, aligned with YourCH Strategic Directions and Allied Health Program Operational Plans, including service integration and quality improvement initiatives
- Oversee the team's delivery of safe, high-quality, person-centred care, including assessment, care planning, intervention, and support for clients, carers, and priority community groups, across various settings
- Manage the team's operational systems and processes, ensuring targets are met through regular audits and performance monitoring
- Represent the team at stakeholder meetings and forums and actively participate in relevant network meetings
- Lead workforce management and recruitment, ensuring staff compliance with policies and procedures, and address performance concerns as needed. Support staff development through the Planning, Development, and Review Process (PDR) and professional supervision
- Provide supervision to team members, establishing work outcomes and offering clinical supervision through one-on-one, group, or peer supervision as appropriate
- Mitigate and manage risks in line with the organisation's risk management framework, addressing clinical, OH&S, and emerging risks in collaboration with the Allied Health Manager
- Coordinate activities within the Family Violence portfolio and contribute to planning and development in response to Mental Health and Family Violence reforms
- Build and maintain partnerships with clients, carers, and local community agencies to support service delivery and health promotion activities that meet community needs

Position requirements (qualifications, skills, knowledge and attributes)

Qualifications

- A Degree or Postgraduate Qualification in Counselling, Family Therapy, Social Work, or a related discipline
- Current membership with the relevant professional association

Skills and competencies

- Demonstrated ability to apply relevant lived experience to support and empower clients receiving Counselling Services from Your Community Health
- Minimum five years of practitioner experience with proven leadership and staff management skills, including work planning, motivation, and performance monitoring
- Strong communication abilities (oral and written) and commitment to quality assurance and professional development
- Effective time management, goal setting, and prioritisation skills
- Proficient in computer applications and understanding of budget management
- Demonstrated resilience and adaptability in a changing environment, aligned with the organisation's purpose
- Experience in developing, implementing, and evaluating projects and programs, with a solid understanding of community health principles and service delivery within a social model of health

Expected behaviours for all YourCH team members and volunteers

- Support the provision of services that are inclusive, safe and high quality
- Maintain staff, volunteer and client confidentiality at all times
- Work in partnership with the community, clients and staff to achieve our vision
- Ensure an inclusive and safe workplace for clients, visitors, volunteers and staff
- Work in accordance with Your Community Health Policies and Procedures.

General

- Your Community Health requires declarations and personal information relevant to employment. The collection and handling of this information will be consistent with the requirements of the Information Privacy Act 1988
- The successful applicant is required to provide evidence of eligibility to work in Australia
- Employment is contingent on a satisfactory Police Records Check, valid Working with Children Check and NDIS Worker Screening check clearance (when required). Where the preferred applicant has lived or worked overseas for a continuous period of 12 months or more within the past 10 years, they are required to provide an international police check for all countries that they have lived in for that period of time
- Applicants who are not currently employed by Your Community Health are required to complete a Pre-existing Illness/ Injury Declaration Form.
- Management, in consultation with the staff member, reserves the right to modify this position description when required

Relationship to Performance Development and Review Plan

This position description operates in conjunction with, and forms part of the relevant individual Performance Development Review Plan aligned to the organisational Strategic Plan. An initial performance review will take place six months following commencement of employment and then on an annual basis.

Your Community Health is an equal opportunity employer and encourages individuals of diverse backgrounds including those from the Aboriginal and Torres Strait Islander, Disability, Culturally and Linguistically Diverse and LGBTIQ+ communities to apply.