

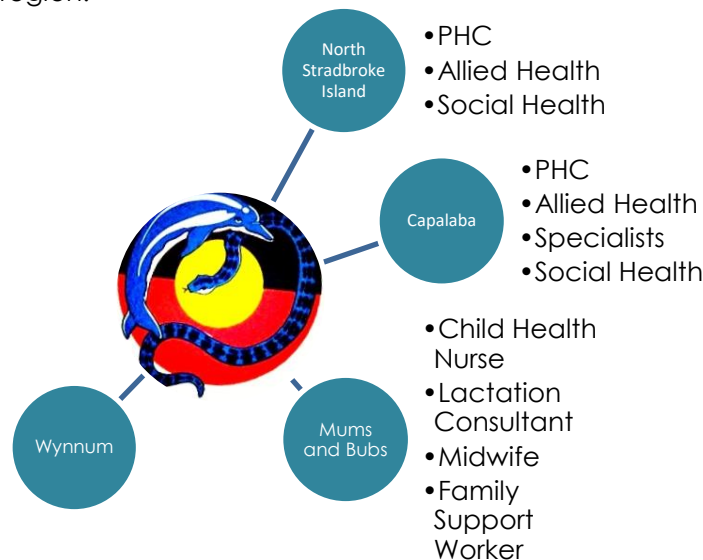
Yulu-Burri-Ba Aboriginal Corporation for Community Health
ABN 68 372 421 952 ACN 2034

Position Description: Family Counsellor

Organisational Context/Environment

The Yulu-Burri-Ba Aboriginal Corporation for Community Health (Yulu-Burri-Ba) is responsible for providing a safe, friendly, confidential and culturally appropriate Aboriginal and Torres Strait Islander primary health care service in line with community needs and consistent with relevant National and State Aboriginal and Torres Strait Islander health frameworks. The public primary health care service Yulu-Burri-Bar provides incorporates a bulk-billing general practice medical clinic; a dental clinic; social health including individual support and counselling services, health screening and health promotion activities.

The Institute for Urban Indigenous Health is a key stakeholder in the delivery of these services and provides support for Aboriginal and Torres Strait Islander health services in the South East Queensland region.



Our values

- **Cooperation** – Yulu-Burri-Ba is committed to working in collaboration with our communities and other services providers to identify needs, address gaps and develop community capacity. An important feature of our organisation is our belief in community controlled governance
- **Respect** – At Yulu-Burri-Ba we believe in respecting our culture and the individuals within the community, which includes respecting their dignity, individuality and upholding their rights. Our organisation will demonstrate compassion for each individual's concerns and needs and provide services in a non-judgemental and confidential manner
- **Quality** – Yulu-Burri-Ba believes in providing the highest quality health care services that meet the expectations of our clients, communities and peers. We will demonstrate our ability to deliver high quality health care and services through continuing to maintain accreditation status across the organisation
- **Learning** – The value of continuous learning and ongoing development is important to Yulu-Burri-Ba. Our organisation promotes a culture of learning and innovation among our staff, clients and partners
- **Diversity** – The value of incorporating the principles of diversity and equity in our interactions with each other, our clients and community is a significant foundation of Yulu-Burri-Ba

Position Title	Family Counsellor
Work Unit	Social Health
Employment Status	Full-time This position is funded via the Department of Communities
Position Reports To	The Family Wellbeing Program is a joint collaboration between Yulu-Burri-Ba and Aboriginal and Torres Strait Islander Community Health Service (ATSICHS). This position reports on a day to day basis to Yulu-Burri-Ba Social Health Team leader and operationally to the ATSICHS Family Wellbeing Manager.
Positions Responsible For	n/a
Award Classification	Health Professionals and Support Services Award 2010
Date of Approval	June 2017

Position Objective
As a key member of the Yulu-Burri-Ba Social Health team, the Family Counsellor will provide a range of assessed social and wellbeing counselling supports to families in meeting their holistic needs. Supports will be goal driven and focused on building the resiliency and capacity of families that will operate through an in-home outreach capacity.

GENERAL RESPONSIBILITIES

<p>The roles and responsibilities of this position include, but are not limited to:</p> <p>Provide Mental Health Wellbeing Interventions and Assessments</p> <ul style="list-style-type: none"> • Provide wellbeing interventions using established techniques and methodologies of proven effectiveness from a sound evidence base. • Appropriately respond to critical incidents, providing wellbeing first aid to patients in distress. • Conduct comprehensive wellbeing holistic assessments for the purpose of evaluating risks, identifying client needs and guiding treatment delivery plan. • Ensure clinical and administrative standards are maintained, in accordance with case management and record keeping processes. • Provide integration and assisted referrals and coordination between different sites or programs, to facilitate the delivery of an efficient, responsive and integrated mental health and social needs service to patients. <p>Deliver Group and Family Based Mental Health and Wellbeing Program</p> <ul style="list-style-type: none"> • Conduct assessments for the purpose of evaluating risks, identifying suitable clients and guiding the dynamics of delivering group programs • Facilitate group programs that are engaging, lively and create a trusting and relaxing atmosphere. <p>Actively Contribute in Developing a Flourishing Team</p> <ul style="list-style-type: none"> • Cultivate productive working relationships at all levels, which support the nurturing of internal and external team relationships, facilitates cooperation, trust and respect, values differences and diversity and guides and mentors staff within Yulu-Burri-Ba. <p>Other Responsibilities</p> <ul style="list-style-type: none"> • Description Responsibilities for all Staff Appendix 1

Please note that the duties outlined in this position description are not exhaustive, and only an indication of the work of the role. The organisation can direct you to carry out duties which it considers are within your level of skill, competence and training

As a health professional who, in the course of their duties, formulate a reasonable suspicion that a child or young person has been abused or neglected in their home/community environment, you have a duty of care obligation to immediately report such concerns to the Department of Child Safety, in accordance with the Yulu-Burri-Ba's policies and procedures relating to child safety notification, as amended from time to time.

KEY PERFORMANCE INDICATORS

Provide wellbeing interventions using established techniques and methodologies of proven effectiveness from a sound evidence base

- Number of families and individuals in a family provided with mental health wellbeing sessions.
- Percentage of patients who have shown an improvement in wellbeing, according to the Social Health wellbeing assessment tools.
- Length of engagement for individual mental health consumers.
- Number of Did Not Arrive (DNAs).
- Consumer satisfaction rating upon case closure.

Appropriately respond to critical incidents, providing wellbeing holistic assessments for the purpose of evaluating risks , identifying client needs and guiding treatment delivery plan

- The ability to manage patients during a crisis and de-escalate towards securing sustainable and long term assistance.

Conduct comprehensive wellbeing holistic assessments for the purpose of evaluating risks, identifying client needs and guiding treatment delivery plan

- Number of patients provided with pre and post assessments, utilising the standardised Social Health wellbeing assessment tools.

Ensure clinical and administrative standards are maintained, in accordance with case management and record keeping processes

- Number of patients with up-to-date accurate case management file noes
- Accurate and thorough documented case notes

Provide integration and assisted referrals and coordination between different sites or programs to facilitate the delivery of an efficient, responsive and integrated mental health and social needs service to clients

- Participation in case coordination/conferencing and case review meetings.
- Provide direct supported care to assist patients' access holistic health and wellbeing needs.

Conduct assessments for the purpose of evaluating risks, identifying suitable clients and guiding the dynamics of delivering group programs

- Percentage of clients who have received an assessment to deem their involvement in group/family programs as appropriate and beneficial to their wellbeing.
- Number of clients/families provided with pre and post wellbeing assessments, utilising the standardised Social Health group assessment tools.

Facilitate group programs that are engaging, lively and create a trusting and relaxing atmosphere

- Number of clients involved in each group program
- Percentage of clients starting and finishing the group program
- Satisfaction feedback score from clients participating in the group program

Cultivate productive working relationships at all levels

- Work to foster productive relationships with all program and support staff
- Work to foster productive working relationships with visiting health service providers
- Actively participate in team building opportunities as directed by the Family Wellbeing Manager

SELECTION CRITERIA

Essential

- Bachelor qualification in either Psychology/Social Work/Human Services/Behavioural Science or Counselling
- Demonstrated ability to apply a high level of clinical judgement and to prepare and present accurate reports relating to the outcome assessment and mental health wellbeing intervention of a client.
- Ability to work with a culturally and socially diverse group of clients, and to apply a culturally responsive framework to guide interventions, with the support of staff and management.
- Knowledge of, and demonstrated ability in the application of a variety of efficacious, scientifically-based mental health wellbeing treatment approaches for clients whose presenting problems include: identity and stolen generational issues, suicidal ideation/behaviour and self-harm, drug and/or alcohol abuse, long-term responses to trauma, and behavioural problems.
- Demonstrated ability to administer mental health wellbeing assessments.
- Demonstrated ability to work with a minimum of direction and to effectively communicate with and work collaboratively as part of a multi-disciplinary team, and to contribute to the

development of creative and innovative programs of mental health wellbeing.

- Demonstrated experience in overseeing and coordinating case management processes and procedures.
- A willingness to provide therapeutic supports and engagement to patients outside of a clinic environment.

Desirable, but not mandatory:

- Bachelor qualification in either Social Work/Human Services/Behavioural Science/Psychology/Criminology/Allied Health/Occupational Therapy/Sociology/Public Health or relevant field.
- Previous experience in a family support and or advocacy role.

Practical Requirements

- Travel across Yulu-Burri-Ba clinics (Capalaba, Wynnum and North Stradbroke Island) may be required
- Current C Class Drivers' Licence (Qld) essential
- Current Cardio Pulmonary Resuscitation Certificate (CPR)
- Current First Aid Certificate (if applicable for position)
- Satisfactory current Criminal History Check or willingness to obtain
- Proof of immunisation Status – or willingness to obtain as a matter of priority

Appendix 1

All employees of Yulu-Burri-Ba are expected to undertake the following responsibilities in addition to Specific Position Descriptions.

Commitment to Organisation

- Adhere to organisations Quality Management program. Participate in learning and continual use of program
- Prepare an annual work plan in consultation with the position's supervisor and produce regular performance reports in accordance with the requirements of the Organisations Individual Work Plans, performance management, and reporting systems
- Contribute to various projects as required
- Collect and prepare reports and statistics as required by relevant Manager and other service reporting requirements (e.g. Operational Plan Development)
- Undertake regular Information Technology (IT) training to ensure useful and accurate data entry relevant to whole of service reporting requirements
- Participate in quality improvement processes to improve patient and service outcomes
- Adhere to the Organisations Policies and Procedures
- Ability to be flexible and adapt to a changing environment

Teamwork

- Contribute to a team environment, working collaboratively in sharing and generating ideas
- Contribute to regular staff meetings
- Communicate effectively and openly in the workplace
- Complete tasks in a timely manner and meet strict deadlines
- Contribute to the development of service documents e.g. annual Operational Plan
- Participate in professional development including self-directed learning and required training
- Report knowledge, understanding and skills gained from attending training, workshops and conferences back to team meetings
- Participate in professional development including self-directed learning and required training
- Demonstrate knowledge of occupational health & safety, and equal employment opportunity and comply with associated organisational policies

I have read and understand the Position Description for the role and will carry out the duties of this position to the best of my ability.

Staff Member print name _____

Staff member signature _____

Date _____ / _____ / _____