



Position Summary

Roseberry Qld's – Youth and Family Services Mental Health Support Coordinator

Location	Roseberry Qld's (RQ's) Gladstone Office
Department	Youth and Family Services - Rockhampton & Gladstone offices
Classification	SACS Award
Level	To be negotiated
Hours	Flexible/to be negotiated
Term	Contract
Direct Employer	Roseberry Qld: Direct line of reporting to Youth and Family Services Manager

The Youth and Family Services (YFS) Mental Health Support Coordinator, is responsible for providing therapeutic case management/support coordination, to youth aged 12 to 21 years experiencing severe/complex mental health challenges. You will assist in supporting youth to develop a strong community support network, and to help navigate multiple service provider interventions.

You will provide psychosocial supports which include implementing mental health recovery interventions within your scope of practice, and under the guidance of the Clinical Lead and Team Lead.

Services are provided in alignment with the Human Services Quality Framework, National Standards for Mental Health services, Child Protection Act 1999, and with a trauma informed, client -centre, strengths-based lens, ensuring delivery of quality evidence-based practice, maintaining staff wellbeing and professional development.

This position will work closely and collaboratively with a range of stakeholders including Qld Mental Health Services, Private practice psychological services, General and Allied Health practitioners, Qld Education Services, Housing and Homeless services, Department Child Safety and other community organisations.

KEY RESPONSIBILITIES

The main responsibilities of the YFS Brief Intervention Counsellor are:

- provide individual counselling and outreach case management services in accordance with the RQ Clinical Governance and evidence-based best practice, funding guidelines, and within scope of practice for your registered Association.
- Maintain and manage client records and documentation within a case management framework, in various Client Information Management System databases provided.
- Participate in case review meetings, peer supervision and multi-disciplinary team meetings.
- Participate in external clinical supervision and internal supervision.
- Provide peer support and mentoring to colleagues and students working within the service.

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- Promote and adhere to ethical standards and best practice, including mandatory reporting of abuse/harm, privacy and confidentiality, management of risk, and child protection.
- Promote and participate in the ongoing operational planning of all programs and ensuring a commitment to quality and safety standards.
- Promote and participate in community awareness events and networking meetings.

QUALIFICATIONS AND REGISTRATIONS

- Approved tertiary qualifications in Human Services, Counselling, Social Work, Psychology or Allied Health fields, or be working towards with minimum 2 years relevant sector experience.
- Current registration with professional body; Australian Counselling Association (ACA) or, AASW (Australian Association of Social Workers), or Psychotherapy and Counselling Federation Australia (PACFA), and commitment to Code of Ethics.
- Demonstrated experience in early intervention youth mental health care management, including therapeutic interventions, psychosocial supports, recovery-oriented mental health practice, and have a broad understanding of the challenges and experiences of young people and families in Australia, including specific community factors.
- Demonstrated experience and suitability for working directly with vulnerable people.
- Evidence of training and experienced in relevant trauma informed, strengths-based practices.
- Excellent organisational and time management skills, including the ability to prioritise and manage multiple and competing work tasks and deliver to agreed deadlines.
- Highly developed verbal and written communication skills, computer literacy and a demonstrated ability to work in a team within a diverse environment.
- Ability to work both independently and collaboratively as a productive team member.

Desirable

- Previous experience (2 or more years) working in a therapeutic capacity with youth and families experiencing mental health and psychosocial challenges.

Personal Attributes

- High levels of professionalism, confidentiality, and discretion.
- Positive and collaborative team player, with leadership and coaching skills.
- Adaptability and flexibility to changing work environments and requirements.

WORKPLACE POLICIES AND PRACTICES

All Roseberry Qld employees and contractors are required to familiarise themselves with the organisation's policies and procedures and to always abide by them. It is always expected that employees and contractors will;

- Be respectful towards the organisation, colleagues, clients, and the general public.
- Support Roseberry Qld's vision and objectives and demonstrate the values of Roseberry Qld.
- Take reasonable care for their own health and safety, and that of others in the workplace.
- Maintain a current check for working with young people, as per the relevant state legislation.
- Undergo a current and satisfactory Police Check.
- Maintain a current driver's license and have access to their own vehicle.

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- Maintain eligibility to work in Australia.
- Participate in a 6-month probationary period.
- Participate in annual individual performance reviews and professional development planning.

Approved By _____
General Manager, Roseberry Qld

Date Approved _____
24 May 2022