

POSITION DESCRIPTION



COORDINATOR COUNSELLING AND GROUP WORK

Western Metro Mental Health and Wellbeing Connect

About Jesuit Social Services

Jesuit Social Services is a social change organisation working to build a just society where all people can live to their full potential. We do and we influence. We accompany people and communities to foster and regenerate the web of relationships that sustain us all – across people, place and planet; and we work to change policies, practices, ideas and values that perpetuate inequality, prejudice and exclusion.

Our Vision

Building a Just Society

Our Mission

Standing in solidarity with those in need, expressing a faith that promotes justice.

Our Values

- Welcoming – forming strong, faithful relationships
- Discerning – being reflective and strategic in all we do
- Courageous – standing up boldly to effect change

Our Purpose

We work to build a just society where all people can live to their full potential – by partnering with community to support those most in need and working to change policies, practices, ideas and values that perpetuate inequality, prejudice and exclusion.

Position details

POSITION TITLE:	Coordinator Counselling and Group Work
PROGRAM:	Western Metro Mental Health and Wellbeing Connect
LOCATION:	Sunshine, on-site
REPORTING RELATIONSHIPS:	This position reports to the Manager, Western Metro Mental Health and Wellbeing Connect This position supervises 5 Counsellor and Group Workers
EFFECTIVE DATE:	March 2026

Position Purpose

- To oversee and deliver high quality, counselling services that meet the needs of families, carers and supporters of people who are experiencing mental health challenges, psychological distress, mental illness, or substance use issues
- To establish and continually develop a program of groups and activities that meet the needs of families, carers, and supporters at the Centre and at satellite locations across the Western Melbourne metropolitan region
- To lead, manage, support and supervise a team of Counsellors/Group facilitators, some of whom will have lived or living experience as a carer.

Program Purpose

The Royal Commission into Victoria's Mental Health System (2021) highlighted the important role played by families, carers and supporters in contributing to the wellbeing of people who are experiencing mental health challenges, psychological distress, mental illness, or substance use issues. To better recognise and support families, carers and supporters, Mental Health and Wellbeing Connect Centres have been established in each Victorian region.

The Mental Health and Wellbeing Connect Centres are led by the experiences of people who have lived/living experience of supporting someone with mental health challenges and/or substance use challenges. The Mental Health and Wellbeing Connect Centres provide a warm and welcoming space available to family, carers, kin and supporters of all ages and backgrounds, with no need for a referral. They provide opportunities to connect with peers along with tailored information, resources, advocacy, support (individually and group work), and access to brokerage funds through Tandem's Carer Support Fund.

Jesuit Social Services has been funded to deliver the Western Metro Mental Health and Wellbeing Connect Centre (the 'Centre'). In establishing this exciting initiative, Jesuit Social Services is committed to engaging with and employing people with a lived/living experience of support or caring for people who have a mental health and/or substance related issues.

Jesuit Social Services' Western Metro Mental Health and Wellbeing Connect Centre is contracted to deliver services two evenings a week and on Saturdays.

Duties of the position

- Develop and oversee a counselling and group work model that is codesigned with families and cares to meet their needs.
- Lead a small team of Counsellors/Group facilitators to:
 - deliver high quality, strength based, trauma informed, short-medium term counselling to families and carers who access the Centre
 - develop and deliver a calendar of high quality and relevant groups and wellbeing activities at the Centre
- Recruit, induct, train, manage, supervise and support the Counselling and Group Work team, including people with lived experience as a carer.

- Foster partnerships with relevant programs and services that will operate from the Centre and satellite locations across the Western Metropolitan region (internal and external to Jesuit Social Services).
- Participate in the On-Call roster and deliver services after hours as required.
- Work with the Manager, Western Metro Mental Health and Wellbeing Connect and broader team to deliver a Centre that is welcoming, driven by the voices of carers and relevant to their needs.
- This role is based on-site in Sunshine.

Key Selection Criteria

1. Tertiary qualification/s and/or relevant experience in the Counselling/Mental Health field
2. Strong knowledge, understanding and experience within the mental health and/or drug and alcohol service system in Victoria.
3. Experience delivering high quality counselling services to families, children and young people.
4. Experience developing, delivering and organising groups and wellbeing activities.
5. Experience supporting and supervising staff, including people with lived and/or living experience.
6. Capacity to fulfil reporting and administrative requirements associated with the position.
7. Lived or living experience as a family member, carer or supporter of someone with mental health challenges, or substance use challenges is highly desirable.

Key Performance Indicators

- Evidence of leadership skills within the ethos of Jesuit Social Services
- Appropriate and targeted counselling sessions delivered at the Centre and a range of satellite locations in the Western Metropolitan region.
- A comprehensive calendar of well attended and well received groups and other wellbeing activities delivered from the Centre and from satellite locations in the Western Metropolitan region.
- Families and carers warmly welcomed to the Centre and assisted to access and receive the services they need.
- All data and reporting requirements met (internal and external).
- Participant feedback.

Key responsibilities of Jesuit Social Services Employees

Service delivery/ Practice Framework

- Engage and build positive and constructive relationships with internal and external stakeholders and program participants
- Deliver services consistent with program guidelines, relevant legislation and funding agreements
- Ability to clearly communicate with others
- The ability to manage competing priorities in a high-volume work environment

- Fulfil the reporting and administrative requirements associated with the position
- Other duties as required

Team work and supervision

- Work effectively as part of a team, contributing to group outputs and reflective practice
- Actively participate in regular supervision with the line manager, staff meetings and professional development opportunities
- Be part of the Centre's Leadership team with Program Manager, and Support Work Coordinator

Continuous Improvement and Professional Standards

- A growth mindset with a commitment to own learning and development
- Commitment to risk management and continuous quality improvement processes
- Compliance with relevant legislation, Code of Conduct, policies and procedures of Jesuit Social Services

Diversity, inclusion and culture

- Demonstrate respect and acceptance of diversity at all times and provide culturally appropriate support
- Interact with staff, participants and other stakeholders in a manner that is inclusive, respectful and non-discriminatory
- Understanding and a demonstrated capacity to provide leadership in the identity and ethos of Jesuit Social Services

Mandatory Position Requirements

- Current National and International (where required) Police Check
- Current Employee Working with Children Check
- Valid and current Australian Drivers License
- Proof of eligibility to work in Australia

Safeguarding Children and Young People

Jesuit Social Services takes child protection seriously, and you are required to meet the behavior standard outlined in our Code of Conduct.

Conditions of Employment

Conditions of employment are in accordance with the current Jesuit Social Services Collective Agreement and Jesuit Social Services Policy & Procedures, including the Code of Conduct.

Employee Acknowledgement

I, _____ (please print name) acknowledge that I have read and understood the contents of this position description.

Employee Signature:

Date:

Position Description Approved by:

**Louise Flynn, GM Mental Health and
Suicide Prevention**

Position Description Review Date:

2 years from effective date