



POSITION DESCRIPTION – Youth and Family Counsellor

Part 1 – Expectations for Your Role

Position	Youth and Family Counsellor
Service / Program	Child Youth and Family Wellbeing
Industrial Instrument	SACS - EACH Social and Community Service Employees Enterprise Agreement 2017
Instrument Classification	Level 5
Reports to	Youth and Family Counselling Team Leader
Effective Date	May 2025

Key Deliverables

- Provide high quality and flexible specialist support and counselling to young people and children (up to age 25) and their families who are suffering from sustained poor mental health, and/or who are at risk of homelessness and deteriorating family relationships. This could be through a variety of modalities, including one-to-one counselling, therapeutic group work or family work.
- Actively work to facilitate the recovery and development goals of individual young people.
- Facilitate the rebuilding of disrupted social and family networks, providing support to family members/ carers when appropriate.
- Assist in the development and application of appropriate assessments, intakes, and evaluation processes.
- Ensure the timely collection and documentation of agreed client data and information, including case notes and/or other reports.
- Engage with and contribute to the broader operation of the Youth Service Stream where relevant.
- Attend and participate in local network meetings and community events

Skills

- Appropriate tertiary qualifications and experience relevant to working therapeutically with young people and families.
- Computer literacy in Windows, Word, Email, and data-base applications.
- Well-developed interpersonal and negotiation skills.
- Ability to communicate effectively orally and in writing.
- Ability to work independently but also as a part of a team.

Experience and Knowledge

- Demonstrated expertise and understanding in working with young person's mental health, the impacts of trauma, homelessness, early school departure and family conflict.
- An understanding of the issues involved in adolescent and/or childhood development.
- Knowledge of the services, processes and networks that are available for young people in the Eastern Metropolitan Region of Melbourne.



- Demonstrated understanding of the social model of health and mental health recovery principles and processes.
- An applied understanding and sensitivity to the needs of people from marginalized communities as well as Aboriginal communities.
- Group work experience.

Qualification/Registrations/Licences (Mandatory only)

- Appropriate Tertiary Qualifications in a Social Science.
- Current state-based driver's license.

Physical Requirements

- **Office Environment:** Ability to sit for 6-8 hours per day and use office equipment.
- **Data Entry:** Capability to type and handle administrative tasks.
- **Office Mobility:** Ability to move around the office and attend meetings.
- **Light Lifting:** Ability to lift and carry up to 3 kg (e.g., laptops or office supplies).



POSITION DESCRIPTION - Employee

Part 2 – Expectations for Our Team

At Each, we are committed to improving lives and strengthening communities through a range of health, disability, housing, counselling, and mental health services. With a dedicated team of over 1,500 employees and 250 volunteers, we aim to create a positive impact, empowering individuals to live healthier, happier lives.

Our vision is for everyone to live well, and we strive for a healthier, more equitable future through innovation, advocacy, and community engagement.

We care. We listen. We learn. We deliver. Altogether better care.

Expectation of Employees

Employees are expected to work collaboratively with team members and other Directorates, contributing to both individual and community outcomes. They must model Each’s values, ensuring an inclusive, safe, and engaging culture.

Employee Responsibilities

- Ensure quality, safety, and risk management to protect staff, customers, and the community.
- Collaborate with team members and stakeholders to achieve positive outcomes.
- Create a safe, respectful environment that fosters growth, learning, and wellbeing.
- Track progress and outcomes to meet Each’s goals and performance targets.
- Work within professional boundaries and program guidelines.
- Demonstrate leadership behaviours and serve as an ambassador of Each.

Quality

Employees must engage in continuous improvement, comply with legislation and accreditation standards, and maintain the necessary skills and knowledge for their role.

Safety & Wellbeing

All Each employees are responsible for their own health and safety, as well as that of others, in line with OH&S legislation and Each’s policies.

Child Safe Commitment

Each is dedicated to creating a child-safe environment, with zero tolerance for child abuse. Everyone is responsible for protecting and reporting any suspected child abuse, ensuring the safety and well-being of children involved with Each.

Inclusion and Diversity Commitment

Each is dedicated to an inclusive and diverse workplace where everyone is valued and respected. All staff are expected to promote inclusivity, embrace diversity, and foster a collaborative environment, ensuring a safe and supportive workplace for all.

Key Selection Criteria

Skills & Behaviours

- Adhere to Each’s Behavioural and Performance Standards.
- Strong communication and interpersonal skills for building relationships.
- Collaborative team player with a positive attitude.

Desirable Experience, Knowledge, and Qualifications

- Relevant tertiary qualifications.



- Proven collaborative teamwork skills.
- Understanding of the Not-For-Profit and Health sectors.

Mandatory Competencies/Licences

- Criminal History Check and Employee Working with Children Check (as required).
- National Worker Screening Check (if required for the role).
- Entitlement to work in Australia

Expected Behaviours for all Each Staff

- Act in accordance with Each's Code of Conduct, policies, and service principles.
- Respond to family violence risk in line with the MARAM Framework.
- Promote a safety-first culture and adhere to health and safety policies.
- Ensure Each Great Care is put through its PACES (Person-Centered, Accessible, Connected, Effective and Safe).
- Support a zero-tolerance stance on abuse, neglect, and discrimination.
- Foster an inclusive, collaborative work environment, prioritizing customer needs.
- Contribute to teamwork, innovation, and continuous improvement.
- Engage in continuous learning and complete all mandatory training on time.