



Position Description

Position Title	Mental Health Counsellor – Arabic/ Vietnamese speaking
Position Number	
Position Status	Up to full time
Program Area	BRIMBANK MENTAL HEALTH AND WELLBEING LOCAL
Award/Agreement/ Classification	Social and Community Services Agreement Level 5
Contact	Claire Conlon
Contact Phone Number	0418 826 460

cohealth is one of Australia's largest community health organisations spanning across Melbourne's CBD, northern and western suburbs with over 30 sites. cohealth deliver a range of vital health and support services including medical, dental, allied health, mental health, and counselling, and many specialist health services.

cohealth's mission is to strengthen community and make a difference to the lives and wellbeing of people, particularly of those who experience stigma and the risk of marginalisation. We create impact through a powerful combination of advocacy, innovation in service delivery, and partnership with consumers, communities, and other stakeholders.

cohealth's commitment to all staff and volunteers is to ensure a positive and supportive work environment. Staff enjoy being part of a collaborative team environment with authentic leadership and a collegiate and communicative approach. cohealth is a not-for-profit organisation with a clear direction based on our vision, driving meaningful purpose built on our mission and demonstrating our behaviours aligned to our values.

Our Vision: Healthy communities, healthy people

Our Mission: Improve health and wellbeing for all and tackle inequality, in partnership with people and the communities they live in.

Our Values:

Owner Manager Brimbank Local	Approved by ELT
Scheduled review December 2025	Document Number:

Inquiry and Innovation: we are curious and inquisitive and think outside of the box; research and evidence underpin our work. Respect: we treat people with dignity and respect.

Courage: we are focused on doing our best, trying new things and speaking up for what is right, without fear or favour.

Social equity: we are committed to fairness and equality, making sure rights are foremost in our thoughts and actions; and making sure no one is left behind.

Trust: we trust each other-our knowledge, skills, experience, and motivations.

Site/Program Profile

The Royal Commission into Victoria's Mental Health system revealed the inadequacies of the existing mental health system, including an over-reliance on hospital and crisis-based services. Following recommendations from the Royal Commission, the Victorian Government is establishing up to 60 Local Adult and Older Adult Mental Health and Wellbeing Services, with operated by cohealth in partnership with Clarity Health Care and the University of Melbourne in the City of Brimbank.

The Brimbank Local service acts as a welcoming front door to the public mental health and wellbeing system providing easy to access, high quality treatment, care, and support to people aged 26 years and over experiencing mental illness or psychological distress whose needs cannot be met by primary and secondary mental health care providers alone.

The Brimbank Local is free and easy to access, with no referral required. It offers the Brimbank community a flexible, user-focused service that is close to home and available when people need it.

Position summary

The Mental Health Counselling role is part of the Brimbank Mental Health and Wellbeing Local team and provides a therapeutic service to clients living in the Brimbank region with a focus on people living with mental health challenges and provides a crucial response to the psycho-social/mental health needs of Brimbank Local clients in collaboration with other multidisciplinary services

The role includes counselling within an inter-professional approach around issues such as psychosocial issues, trauma, family violence, relationship issues, grief and loss with a particular focus on marginalised and Arabic/ Vietnamese speaking communities.

Counselling duties are the primary focus, but the position also includes casework, care-planning and groupwork.

Owner Manager Brimbank Local	Approved by ELT
Scheduled review December 2025	Document Number:

Position Responsibilities

- Provide a culturally safe, trauma informed counselling service for people from all backgrounds with a focus on the Arabic/ Vietnamese community.
- Provide ethical, flexible, professional goal-directed and client-centred counselling services to a range of individuals and families within a systems approach (in a generalist counselling caseload);
- Provide clients with support and strategies to deal with the grief and loss common with mental health challenges.
- Provide casework, referral and advocacy to clients particularly where this would enhance the therapeutic work and/or where other services are not available
- Provide services in a manner that are sensitive to each client's background and beliefs (e.g. cultural)
- Keep abreast of and utilise evidence-based and best practice approaches
- Provide clients with support and strategies to make lifestyle changes to assist with the management of mental health challenges
- Provide casework, referral and advocacy to clients particularly where this would enhance the therapeutic work and/or where other services are not available.
- Provide services in a manner that are sensitive to each client's background and beliefs
- Keep abreast of and utilise evidence-based and best practice approaches.
- Work with other professionals in an inter-professional approach within the Brimbank Local team and work with both internal and external stakeholders to provide coordinated care that is based on goal directed care-planning.
- Provide group work, outreach, and secondary consultation and participate in projects and evaluation as required.
- Ensure all reporting, record keeping, data management and other administrative duties are done in a timely fashion;
- Follow relevant Brimbank Local and cohealth procedures, policies and relevant legislations.
- Participate in organisational requirements as required

Position Requirements (qualifications, skills, knowledge and attributes)

- **Qualifications** - Qualifications in counselling or social work, eligible for membership of AASW, PACFA, or ACA and more than two years supervised experience providing counselling.
- **Attributes** - Establishes respectful professional relationships that have clear boundaries with consumers, staff and partner organisations. Self-awareness and the ability to self-regulate during difficult situations.
- **Skills** - Ability to manage own time effectively, organisational skills, well developed clinical engagement, assessment and formulation skills, goal setting and intervention planning, clear and timely communication skills.
- Demonstrated skills linked to health literacy:
 - Practices in a way that recognises all clients are at risk of misunderstanding health information
 - Uses easy to understand language and appropriate visual aids, understanding that clients learn best when a limited number of new concepts are presented at any time
 - Demonstrates effective use of a teach back or "show me" techniques for assessing patients' understanding

Owner Manager Brimbank Local	Approved by ELT
Scheduled review December 2025	Document Number:

- Be client centred and use verbal/non-verbal active listening techniques that are social and culturally appropriate

Knowledge

- Knowledge and understanding of the principles of cultural safety.
- Well-developed understanding of counselling, mental health, and chronic disease management.

Key Selection criteria

Mandatory

- Tertiary qualifications in Post Graduate Counselling or Social Work with eligibility to membership of AASW, PACFA or ACA or an equivalent qualification as determined by cohealth;
- Minimum of two years demonstrated experience in provision of a high standard of client centred, evidence-based short to medium term counselling for the target population;
- Proficient in Vietnamese/ Arabic
- Understanding of trauma informed practices
- Well-developed capacity for client centred care planning, counselling assessment and intervention skills.
- Demonstrated capacity to conduct mental health risk assessment and safety planning
- A sensitivity to, and understanding of, the needs of clients from diverse backgrounds
- Effective communication skills (verbal and written);
- Time and stress management skills and demonstrated ability to follow through tasks to completion; and
- Sound knowledge of information technology systems and software such as Microsoft Word, Outlook and client management systems

Desirable

- An understanding of the family violence, alcohol and drug and mental health sectors.
- Experience in provision of group work.
- Specialist training/skills in working with women and children who have experienced trauma and/or family violence, including safety planning and information sharing

Additional Information

1. Cohealth/Brimbank Local is an equal opportunity employer.
2. This position is based in Sunshine
3. Cohealth/Brimbank Local is a child safe organisation and employment is subject to the satisfactory completion of a Police Record Check and Working with Children Check.
4. In the context of occupational health and safety all employees are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by reporting all incidents and injuries as well as co-operating with any measures introduced in the workplace to improve OH&S.

Owner Manager Brimbank Local	Approved by ELT
Scheduled review December 2025	Document Number:

5. Salary packaging is available to all fixed and permanent staff.

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. An initial performance review will take place six months following commencement of employment and then on an annual basis.

Our Principles

Our work is informed by human rights-based principles which include:

Participation: We work to improve access to our services by creating opportunities for active and meaningful participation.

Accountability: We have strong systems that are open and transparent, and we actively encourage and respond to feedback.

Non-discrimination and attention to vulnerable groups: We work with the most disadvantaged people to improve their health and wellbeing.

Empowerment: We work alongside a strong and well-connected community that is supported to have a voice.

Linking practice to human rights standards: Our work promotes and protects the rights of staff, consumers and the wider community.

We require all employees to perform in a way that is in line with these principles.

Document Review Details

Version Number:

Date Reviewed:

Date to be reviewed:

I have read, understood and accept the above position description

Name

.....

Signature

Date

.....

Owner Manager Brimbank Local	Approved by ELT
Scheduled review December 2025	Document Number:

**Senior Manager
Name**

**Senior Manager
Signature**

Date

Owner Manager Brimbank Local	Approved by ELT
Scheduled review December 2025	Document Number: