

Parents and Carers Coach

November 2023

Reporting to:	Team Leader Parents and Carers
Direct reports:	0
Status:	Permanent We have a number of full and part-time roles available. We want to ensure the service is as accessible to as many parents and carers as possible, so we will be trialling different shift options in 2024. There will be a range of shifts available from 7am - 8pm AEST Monday to Friday and Saturdays 9am - 5pm. Please talk to us about a work-pattern that works for you.
Salary range:	Commensurate with experience + super + NFP salary packaging
Location:	Hybrid Model (office in Pyrmont, Sydney) We are recruiting nationally for this team and working remotely and from home is supported. There will be quarterly trips to Sydney required and paid for.

ReachOut is an inclusive workplace, committed to providing opportunities for people from diverse and often marginalised groups. We encourage applications from people of all ages, backgrounds, and identities. This includes but is not limited to people with living experience of mental health issues and/or recovery, Aboriginal and Torres Strait Islander peoples, people from culturally and linguistically diverse backgrounds, people who identify as LGBTQIA+ and people with disability.

What ReachOut does

At ReachOut we are guided by a clear, simple ambition – helping young people feel better. This means that everything we do is designed to help young people feel:

- better in the moments when they most need help
- better about who they are and their place in the world.

And be:

- better able to cope with the challenges they're facing today

- better set up and equipped to manage when life doesn't go as planned.

Anonymous and confidential, ReachOut is a safe place where young people can openly express themselves, get a deeper understanding and perspective on what's happening in their lives, connect with people who will provide judgement-free support, and build the resilience to manage their challenges now and in the future.

100 per cent online and designed specifically for – and with – young people, ReachOut lets young people connect on their terms at anytime from anywhere. From one-to-one support from experienced peer workers to online communities, as well as tips, stories, and resources, ReachOut offers a wide range of high quality and safe support options that allow young people to engage in the ways they want to, when they want to.

And, ReachOut Parents and ReachOut Schools provide valuable information, resources and advice to help parents, carers and educators to better understand the young people in their lives and to play an active role in their wellbeing.

About the role

ReachOut's Parents and Carers Coaching Service is a national service funded by the Department of Social Services to improve mental health outcomes for teenagers. Recognising the critical role of parents and carers in supporting their teens, this online service provides free, strengths-based, solutions-focused coaching to parents and carers of teens aged 12-18.

We recognise parents and carers as the experts in their families, and support them to identify their goals and strategies to achieve them. The service is delivered virtually via telephone and an online platform that both coaches and parents/carers access.

The service has been operating since 2016. Previously it was run in partnership between ReachOut and The Benevolent Society. This is an exciting opportunity for a Coach to join the Parents and Carers team of coaches at ReachOut, with service delivery starting from July 2024.

About you

You will work as part of a multidisciplinary team to deliver educational and support services that promote strengths and evidence-based approaches to parenting and child and family wellbeing via a virtual service delivery model. You will work in partnership with parents/carers to coach them to be the parent/carer they want to be and achieve effective and positive relationships with their teen.

Your mental health and risk management experience enables you to effectively manage high-risk situations following the ReachOut Duty of Care Framework, with support from the Team Leader and Senior Manager Clinical Governance

You will also have the opportunity to contribute as a subject matter expert to innovation projects in the organisation.

We value professional development and you will engage in ReachOut-run learning and development programs, with opportunities for mental health support skill enhancement through YMHFA and ASIST; external supervision and My Impact, RO's performance and personal development program.

Key tasks

Service Delivery

- Empower parents/carers to understand their needs/goals and to make decisions independently using a proven Coaching framework and phone/virtual dashboard service model to increase parenting capacity
- Demonstrate and promote person-centred, strengths-based, trauma-informed and recovery-oriented approaches
- Attend and engage in external supervision

Duty of Care and risk management

- Ensure the organisation's duty of care framework and supporting risk systems are well-implemented in the Coaching service and remain fit for purpose.
- Ensure client case notes and risk assessments are documented appropriately and in a timely manner, and managing risk relating to child protection and mandatory reporting across all states and territories.

Service Operations

- Monitor user feedback and escalate platform bugs/issues
- Support internal testing of the online platform and features

Service development

- Contribute as a mental health subject matter expert to innovation and development projects

Main relationships

With	Purpose
Team Leader - Parents and Carers Coaching	Provides ongoing leadership, management and support.
Senior Manager Support Service	Ensures the Support Services align with strategic goals and manages interconnected ways of working across the Service Team.

Senior Manager - Clinical Governance	Collaborate to ensure safety and quality in service delivery, and to develop training. Clinical Governance can also provide guidance re: complex risk, runs monthly internal training sessions and provides debriefs.
Service Team	Collaborate as a positive and contributing team member to ensure a consistent service offering for users.

Selection criteria

To be successful in the role, you need:

- Degree or equivalent in a health-related field (coaching, psychology, counselling, public health, community development, social work or related).
- 5 years' experience working in a mental health or family support setting.
- Demonstrated experience in counselling, family support and/or coaching and mentoring with parents
- Demonstrated knowledge and experience of mental health and family functioning and the range of risk and protective factors which impact on adolescent development
- Demonstrated understanding and experience in a Coaching framework e.g. the GROW model, brief intervention models, solution-focused and strength-based approaches to working with families
- Demonstrated understanding of effective parenting techniques and strategies, and exceptional knowledge of child/adolescent development
- High-level computer literacy and aptitude to provide services online and over the phone. Direct experience working in a virtual service will be highly regarded.
- The ability to work autonomously, set boundaries and to seek support when needed.
- Competent knowledge and experience in Duty of Care and child protection, including risk management, safety planning and reporting to statutory child protection agencies.
- A Working with Children's Check for your home state.
- A commitment to ReachOut's values and behaviours.