

## Community Mental Health Practitioner

**Our purpose:** *Help people to gain better mental health and improve the quality of their lives*

**Our values:** *Hope, Creativity and innovation, Consumer focus, Making a difference, Integrity*

### Position information

<b>Purpose</b>	The Mental Health Practitioner will be responsible for providing recovery focused mental health services to people who may benefit from the wide range of services offered by Mind.
<b>Position reports to</b>	Practice Lead
<b>Mind classification level</b>	Level 3
<b>Stream</b>	Innovation
<b>About the service</b>	<p>Mind offers a targeted range of supports and services that aim to maximise recovery outcomes including group education and learning, mentoring and coaching, education and vocational support, housing and linkage services, counselling and NDIS planning and access supports.</p> <p>The services operate in the context of local community, with a focus on supporting people to achieve their better life goals which reflects Mind's Model of Recovery.</p>
<b>Position description effective date</b>	October 2020

### Responsibilities

<b>Provide direct support to individual customers</b>	<p><b>Practice</b></p> <ul style="list-style-type: none"> <li>• Provide service to customers in line with Mind's Model of Recovery.</li> <li>• Offer support to customers and assist them to participate in all lifestyle activities of their choice and meet daily living needs as well as attain better economic participation in their community.</li> <li>• Provide short-term focused interventions, psycho-education, support and mentoring to customers.</li> <li>• Support and assist customers to identify their goals and needs in relation to support required.</li> <li>• Provide linkage and support to customers for both NDIS and non-NDIS eligibility.</li> <li>• As required provide service to FFS customers.</li> </ul>
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Mind values the experience and contribution of people from all cultures, genders, sexualities, bodies, abilities, ages, spiritualities and backgrounds. We encourage applications from Aboriginal and Torres Strait Islander peoples, people with a lived experience of mental ill-health and recovery, people living with disability, those who identify as LGBTIQ and applicants from culturally and linguistically diverse backgrounds.



- Provide support and services for Help at Home and in the Community customers.
- Deliver high quality, person centered services to meet the needs of customers.
- Work with colleagues and the Centre Manager to identify the limits of your professional practice proactively referring customers to specialist support as necessary.

#### **Assessments**

- Undertake necessary assessments in line with the customers funding, need and choices.
- Build a Risk profile of customers and manage accordingly with managers and the team.
- Develop appropriate plans as required by customers.

#### **Support Coordination**

- Provide assistance to strengthen customer's ability to connect with informal, mainstream and funded supports.
- Be responsible for establishing a positive collaborative relationship with customers and their support network and assist them to identify, link with and coordinate support to link with local communities, build skills, overcome barriers and achieve goals.
- Support customer wellbeing by providing personalised support coordination services consistent with the defined goals and aspirations identified in customers NDIS plans.
- Support referrals and service agreements with customers support networks and consult with broader service providers.
- Organise supports and conduct regular reviews.
- Provide ongoing assistance to ensure and maintain customer supports are in place.
- Provide crisis resolution interventions to customers to develop and build their resilience.

#### **Family & Carers**

- Provide appropriate information, advice, support and mentoring to families and carers to assist them to access services relevant to their health and social needs
- Support and assist families and carers to understand, plan and access the NDIS and prepare for NDIS reviews.
- Understand family and carer needs and deliver support such as respite.
- Support and refer families to education modules within the service.

#### **Housing**

- Provide assistance and support to customers with housing applications, housing or accommodation access and linkage to community.



	<ul style="list-style-type: none"> <li>• Work with families, carers and other customer supports to assist and maintain tenancies and/or housing.</li> </ul> <p><b>Employment &amp; Education</b></p> <ul style="list-style-type: none"> <li>• Provide targeted support for customers to access and maintain work or study.</li> <li>• Provide coaching, support and mentoring to assist customers to ensure they are ready for and engaging in work and employment activities (as required).</li> </ul>
<b>Work with local service providers</b>	<ul style="list-style-type: none"> <li>• Make linkages and build relationships and referral pathways to assist customers in preparation to access options, including NDIS.</li> <li>• Work with other services and networks to support customer's needs.</li> <li>• Collaborate with others in the customer's life, including family, carers, mainstream support and other service providers chosen by the customer to deliver elements of their plans.</li> <li>• Ensure all service providers have a shared understanding of supports to be provided to the customer.</li> <li>• Represent Mind by promoting a positive image of the organization in line with Mind's values.</li> </ul>
<b>Provide support to the team</b>	<ul style="list-style-type: none"> <li>• Participate in the duty roster for concierge support and welcome sessions.</li> <li>• Contribute to a high performance team through engaging with staff, following direction and performance expectations.</li> <li>• Work collaboratively with other Mind employees to ensure that customer needs are met through high quality service delivery.</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Ensure individual targets of 85% billable time is met, and assist the team to meet service targets.</li> <li>• Documents all activities using Mind's BIS system and processes including the collection of appropriate records and case notes for service billing.</li> <li>• Actively participate, contribute to team and wider organisational initiatives.</li> <li>• Contribute to service delivery improvements.</li> <li>• Support broader service activities and team members.</li> <li>• Other duties as delegated.</li> </ul>
<b>Professional development</b>	<ul style="list-style-type: none"> <li>• Undertake relevant training and professional development, including regular supervision, appropriate to the primary work of the service and Mind.</li> <li>• Participate in reflective practice.</li> </ul>
<b>Accountability</b>	<ul style="list-style-type: none"> <li>• Conduct yourself in accordance with the Mind Code of Conduct and Mind policies and procedures which may change from time to time;</li> </ul>



	<ul style="list-style-type: none"> <li>Proactively support Mind’s vision of supporting people facing mental health challenges to live well and be socially included, in accordance with the Mind values.</li> </ul>
<b>Workplace health, safety and wellbeing</b>	<ul style="list-style-type: none"> <li>Contribute actively to the maintenance of a safe workplace.</li> <li>Ensure all safety issues are reported and addressed as they arise.</li> </ul>
<b>Lived experience</b>	<ul style="list-style-type: none"> <li>Contribute to a workplace that values lived experience and the inclusion of consumers, carers and families in the work we do.</li> </ul>
<b>Cultural safety</b>	<ul style="list-style-type: none"> <li>Contribute to a culturally safe workforce and service environment for staff, consumers, carers and volunteers from all cultures, genders, sexualities, bodies, abilities, spiritualities, ages and backgrounds.</li> </ul>



Position requirements	
<b>Qualifications required</b>	<ul style="list-style-type: none"> <li>• Minimum qualification Certificate IV in Mental Health. Tertiary qualification in Psychology, Social Work, Occupational Therapy, Disability or other health related field as designated by Mind.</li> </ul>
<b>Knowledge, skills and experience required</b>	<p>Knowledge and experience in one or more of the following is highly desirable;</p> <ul style="list-style-type: none"> <li>• coaching methodology</li> <li>• briefing interventions</li> <li>• family work</li> <li>• housing</li> <li>• employment and education</li> <li>• support coordination</li> <li>• drug and alcohol</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Right to work in Australia.</li> <li>• Current valid driver's license.</li> <li>• Current National Police Record Check.</li> <li>• Current Working with Children Check.</li> <li>• Not listed on the Disability Worker Exclusion Scheme list.</li> </ul>

To learn more about Mind visit [mindaustralia.org.au](http://mindaustralia.org.au)



You can also watch our Great Minds series of videos by visiting [www.youtube.com/mindaustralia](http://www.youtube.com/mindaustralia)

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