

Community Health Practitioner

Our vision: *People and communities have strong mental health and wellbeing.*

Our purpose: *Partnering with clients and carers to deliver mental health and wellbeing services that enhance quality of life.*

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

Position Information

Purpose	<p>The Community Mental Health Practitioner (CMHP) is responsible for delivery of person centred services to clients, families and carers in line with Mind's model of Recovery Oriented Practice and underpinned by the values of Mind Australia.</p> <p>The CMHP will enable customers to identify goals to work towards during their stay at the Step Up Step Down facility, develop an Individual Recovery Plan to support these goals and enable customers to learn or re-learn skills and strategies necessary to live independent and fulfilling lives in the community, supporting relationships with families and carers and connect to their community.</p>
Position reports to	Service Manager
Mind classification level	SCHADS Level 3
Stream	Sub-Acute Residential Partnership Services, Queensland
About the service	<p>The Sub-Acute, short stay Step-Up Step-Down (SUSD) service, is delivered through partnerships with hospital networks whereby clients can access specialist clinical mental health staff 24 hours a day whilst being supported to enhance connections with family and friends and increase their capacity to live in the community.</p> <p>The Step Up and Step Down (SUSD) service provides a schedule of group activities alongside individual 1:1 support based on customer's strengths and goals as identified in their individual recovery plan. There are 3 different models: Youth (16 - 25), Adult (25 - 65) and Extended Adult (same age criteria as Adult but including a longer stay of up to 6 months). The Adult SUSD provides short term (up to 28 days) support in a residential setting as an alternative to hospitalisation (step up) or transition from hospital back into the community (step down).</p>

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.



Position description effective date	August 2021
Responsibilities	
Provide direct support to individual customers	<ul style="list-style-type: none"> • Work with customers to return to a place of residence and a meaningful life supporting them through a staged approach to recovery: <ul style="list-style-type: none"> – Welcoming and engagement. – Strengths identification and individual recovery plan development. – Skill and capacity development. – Engagement and maintenance of natural supports. – Service exit and on-going self-management support. • Assist the customer with actioning their individual recovery plan in a range of areas including: <ul style="list-style-type: none"> – Understanding and managing customer's own mental health. – Developing daily living skills and capacity for self-care. – Crisis and incident management. – Addressing stigma. – Having awareness of trauma. – Managing physical health. – Managing issues associated with drug and alcohol issues. – Support to maintain or create meaningful activity through participating in community life, including education and employment and utilising public transport. • Purposefully engage with customers using techniques including: <ul style="list-style-type: none"> – Brief intervention. – Motivational interviewing and coaching. – Family inclusive practice. – Trauma informed practice. – Conflict resolution. – Behaviour support for dual diagnosis.
Provide support to families and carers	<ul style="list-style-type: none"> • Support family and carer roles through understanding their concerns and the provision of information, education and referrals. • Facilitate, as appropriate, the re-engagement and maintenance of family and carer relationships. • Work with families and carers at the time of transition back to community.
Undertake group work	<ul style="list-style-type: none"> • Plan and develop group work programs that will assist customers to build their skills, focus on their recovery and work towards transitioning back to their community.



Work with local service providers	<ul style="list-style-type: none"> • Engage with customers to fully understand their need for assistance from local service providers with clinical mental health, physical health, education and employment, eligible entitlements and benefits, housing, transport, recreation and social connections. • Make linkages and build relationships and referral pathways to maintain or create a range of local supports for customers that facilitate them living the life of their choosing in their own community.
Working with clinical partners	<ul style="list-style-type: none"> • Work within a multidisciplinary team: <ul style="list-style-type: none"> – Supporting recovery oriented practice. – Supporting clinical interventions. – Actively participating in team, case and handover meetings. – Enhancing collaboration between team members.
Housekeeping	<ul style="list-style-type: none"> • Contribute to the day to day operations of the residential service through undertaking a range of housekeeping duties including: <ul style="list-style-type: none"> – Preparing rooms for new residents. – Washing linen. – Food shopping and meal preparation. – Ensuring all communal areas are home-like and welcoming at all times.
Professional development	<ul style="list-style-type: none"> • Undertake relevant training and professional development, including regular supervision, appropriate to the primary work of the service and Mind. • Participate in reflective practice.
Accountability	<ul style="list-style-type: none"> • Conduct yourself in accordance with the Mind Code of Conduct and Mind policies and procedures which may change from time to time. • 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.
Workplace health, safety and wellbeing	<ul style="list-style-type: none"> • Contribute actively to the maintenance of a safe workplace. • Ensure all safety issues are reported and addressed as they arise.
Lived experience	<ul style="list-style-type: none"> • Contribute to a workplace that values lived experience and the inclusion of consumers, carers and families in the work we do.
Cultural safety	<ul style="list-style-type: none"> • 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.



Position Requirements	
Qualifications required	<ul style="list-style-type: none"> • Tertiary qualifications (minimum Certificate IV) in Mental Health, Psychology, Social Work, Occupational Therapy or other health related field as designated by Mind.
Knowledge, skills and experience required	<ul style="list-style-type: none"> • Experience and expertise in working directly with people with mental health issues, complex needs, and with their families and carers. • Proven ability to work autonomously and as a member of a team. • Demonstrated ability to plan and prioritise to meet customer service delivery requirements. • Excellent customer service skills. • Demonstrated experience in documenting client notes, reporting and working with a variety of electronic systems. • Demonstrated understanding of available community services, networks and supports. • Awareness and understanding of the NDIS is desirable.
Other	<ul style="list-style-type: none"> • Right to work in Australia. • Current valid driver's licence. • Current NDIS Worker Screening Check Clearance. • Working with Children Check or equivalent (Blue Card - QLD).

To learn more about Mind visit mindaustralia.org.au



You can also watch our Great Minds series of videos by visiting
www.youtube.com/mindaustralia

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