

Mental 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 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.</p> <p>Mental Health Practitioners play an integral role in working collaboratively with consumers to achieve their recovery goals through one-to-one support, shared supports, workshops and group work facilitation to enhance recovery, personal growth and activities of daily living.</p>
Position reports to	Practice Lead
Mind classification level	SCHADS Level 3
Stream	Innovation – Fee for Service
About the service	<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. The services operate in the context of the delivery of specialist interventions and approaches in the person's local community, using the Mind Australia psychosocial service model that is place-based, holistic, My Better Life[®] informed, and recovery-focused.</p> <p>The Executive Director - Innovation has operational oversight for Mind's targeted range of Fee for Service (FFS) supports and services that aim to maximise recovery outcomes. Our clients rely on multiple and varied fee for service income streams to offer a range of innovative centre-based and assertive outreach products from generalist recovery oriented support to FFS and specialist behavioural support.</p>
Position description effective date	August 2021

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.



Responsibilities	
Provide direct support to individual customers	<p>Practice:</p> <ul style="list-style-type: none"> • Provide service to customers in line with Mind’s Model of Recovery. • 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. • Provide short-term focused interventions, psycho-education, support and mentoring to customers. • Support and assist customers to identify their goals and needs in relation to support required. • Provide linkage and support to customers for both NDIS and non-NDIS eligibility. • As required provide service to Fee For Service (FFS) customers. • 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. <p>Assessments:</p> <ul style="list-style-type: none"> • 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. <p>Support Coordination:</p> <ul style="list-style-type: none"> • 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 customer’s support networks and consult with broader service providers. • Organise supports and conduct regular reviews.



	<ul style="list-style-type: none"> • Provide ongoing assistance to ensure and maintain customer supports are in place. • Provide crisis resolution interventions to customers to develop and build their resilience. <p>Family & Carers:</p> <ul style="list-style-type: none"> • 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. <p>Housing:</p> <ul style="list-style-type: none"> • Provide assistance and support to customers with housing applications, housing or accommodation access and linkage to community. • Work with families, carers and other customer supports to assist and maintain tenancies and/or housing. <p>Employment & Education:</p> <ul style="list-style-type: none"> • Provide targeted support for customers to access and maintain work or study. • Provide coaching, support and mentoring to assist customers to ensure they are ready for and engaging in work and employment activities (as required).
Work with local service providers	<ul style="list-style-type: none"> • Make linkages and build relationships and referral pathways to assist customers in preparation to access options, including NDIS. • Work with other services and networks to support customer's needs. • 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. • Ensure all service providers have a shared understanding of supports to be provided to the customer. • Represent Mind by promoting a positive image of the organization in line with Mind's values.
Provide support to team	<ul style="list-style-type: none"> • Participate in the duty roster for concierge support and welcome sessions. • Contribute to a high performance team through engaging with staff, following direction and performance expectations.



	<ul style="list-style-type: none"> • Work collaboratively with other Mind employees to ensure that customer needs are met through high quality service delivery.
Other	<ul style="list-style-type: none"> • Ensure individual targets of 85% billable time is met, and assist the team to meet service targets. • Documents all activities using Mind's BIS system and processes including the collection of appropriate records and case notes for service billing. • Actively participate, contribute to team and wider organisational initiatives. • Contribute to service delivery improvements. • Support broader service activities and team members. • Other duties as delegated.
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. • Knowledge and experience in coaching methodology, AOD, briefing interventions, family work, housing, support coordination, employment and education is desirable. • Proven ability to work autonomously and as a member of a team. • Demonstrated ability to plan and prioritise to meet customer service delivery requirements. • Sound interpersonal and presentation skills. • 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. • Sound systemic knowledge of NDIS.
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

Mind Australia Limited ABN 22 005 063 589

