

Community Mental Health Practitioner - Lead Practitioner - Intake and Assessment

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, Consumer focus, Making a difference, Integrity.*

Position Information

Purpose	<p>The Community Mental Health Practitioner - Lead Practitioner - Intake and Assessment will effectively engage, screen, assess, refer, provide brief interventions and coordinate care for young people aged 12 - 25 years that contact or are referred to the Headspace Centre.</p> <p>As one of the first contact points for young people accessing the Headspace Greensborough and Plenty Valley, the Lead Practitioner - Intake and Assessment worker will build a positive rapport with a wide range of young people, as well as their family and friends.</p>
Position reports to	Team Leader - Community Engagement
Mind classification level	SCHADS Level 5
Stream	Victoria Operations - Headspace
About the service	<p>Headspace Greensborough and Plenty Valley is a part of the Innovation/ Allied Health Stream, Victorian Operations for Mind Australia. Headspace Greensborough & Plenty Valley aims to promote and facilitate improvements in the mental health, social wellbeing and economic participation of young people aged 12 - 25 years residing in the North Eastern Region of Melbourne. In this youth friendly space, services are delivered across four core streams: primary health care, mental health, alcohol and other drug (AOD), and social/vocational services.</p> <p>Headspace brings together key organisations experienced in the delivery of primary care, mental health, alcohol and drug services, social welfare and vocational education for young people. The Headspace Centre's clear intention is to improve access for young people to mental health and related services and to ensure better co-ordination between services by increasing community capacity to identify young people with mental ill-health and related problems as early as possible, encouraging help-seeking</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.



	by young people and their carers, and providing evidence-based quality services delivered by well-trained professionals.
Position description effective date	October 2021
Responsibilities	
Provide direct support to individual customers	<ul style="list-style-type: none"> • Act as the first point of contact for enquiries providing information and advice as required while promoting the work of Headspace/Mind Australia. • Identify and respond to the issues and concerns of the person contacting the service. • Use principles of counselling, as appropriate, throughout a call in order to establish the needs of the enquirer. • Respond to incoming communications in a timely and professional manner and meet established KPI timeframes of service response. • Undertake effective assessment of presenting situations. • Source information relevant to the enquirer's needs or refer to relevant Mind Area or service including provision of another organisation's contact details, specific mental health information as requested, or information about other services. • Provide appropriate information, resources and support to enquirers. • Actively facilitate referrals to external agencies where appropriate. • Maintain effective communication with waitlisted referrals. • Maintain an up-to-date understanding of service availability. • Allocate appropriate referrals to allotted assessment opportunities. • Brief intervention and family systems work. • Care coordination and active referral provision. • Some group work as determined on occasion. • Some on-line work as determined on occasion. • Outreach into schools and other agencies to provide primary and secondary consultations with young people, their families, and professionals.
Manage internal and external relationships	<ul style="list-style-type: none"> • Acts as a conduit to other organisations and services in the context of a customer service mindset. • Develop and maintain effective and professional relationships and communication with Headspace/Mind staff, managers, clinicians and other stakeholders. • Communicate effectively with relevant service/clinician to ensure seamless assessment of service provision. • Maintain effective communication with both internal and external services.



Manage appointments	<ul style="list-style-type: none"> • Communicate effectively with Headspace/Mind clients for purposes of appointment scheduling. • Process incoming referrals for Mind services and facilitate initial appointment booking and scheduling. • Send out initial appointment letters and service information to new clients. • Provide appointment reminders to clients via SMS or phone. • Rescheduling of client appointments as required. • Keep accurate and up to date data records within HAPI (Headspace database), Mindlink and other data recording software systems as required.
Planning and development	<ul style="list-style-type: none"> • Participate in service evaluation, development and review. • Liaise with Mind management, provide input and participate in service improvement initiatives. • Provide feedback in leadership meetings as needed.
Other	<ul style="list-style-type: none"> • Documents all activities using Headspace/Mind's ICT system and processes. • Actively participate, contributing to your team and wider organisational initiatives. • Undertake relevant training and professional development including regular supervision. • Take personal responsibility for the quality and safety of work undertaken. • Contribute to service delivery improvements. • 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

- 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, Youth Work, Occupational Therapy or other health related field as designated by Mind.
Knowledge, skills and experience required	<ul style="list-style-type: none"> • Understanding of the Community Services sector and ability to build strong relationships with service providers, agencies and key stakeholders. • Demonstrated skills in working with young people and or adults and families with mental health and/or contextual challenges (family violence, poverty, homelessness, drug and alcohol, protective issues). • A lived experience of mental ill health and recovery or experience caring for a person with mental ill health 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). • Able to obtain and provide evidence of vaccinations against COVID-19.

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

