

Family Engagement Worker

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	The Family Engagement Worker (FEW) in the Mind Centres ensures that the families and carers of clients of the service are welcomed, included and involved in the services provided to their loved ones. This role works closely with clients and clinicians to provide information and support to families and where required provide meaningful referral to external providers.
Position reports to	Service Manager
Mind classification level	SCHADS Level 5
Stream	Mind Centres, Queensland
About the service	<p>The Mind Centre for health and wellbeing offers a targeted range of supports and services that aim to maximise client recovery outcomes. Our Mind Centres provide group education and learning, mentoring and coaching, education and vocational support, housing and linkage services, counselling, NDIS planning and access supports delivered through Mind Recovery College.</p> <p>The Mind Centre outreach service provides a person centred approach to recovery which is tailored to meet individual needs as they transition from the Cairns Community Care Unit and Adult Step Up Step Down Unit. This service has responsibility for working with clients in their own home and community. Mind referrals will be received from the CCU and ASUSD HHS teams by the Mind Service Manager to ensure streamlined processes and high quality responsiveness, integrating psychosocial rehabilitation with clinical supports. The Mind Centre also refers clients directly to the Mind Recovery College for participation in appropriate groups.</p> <p>The outreach service is underpinned by Mind's Model of Recovery Oriented practice supporting clients to transition safely to a community of</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.



	their choice. Offering support that aims to sustain/maintain their tenancies and lead an enriched quality of life.
Position description effective date	October 2021
Responsibilities	
Provide direct support to individual clients	<ul style="list-style-type: none"> • Work with clients 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 client with actioning their individual recovery plan in a range of areas including: <ul style="list-style-type: none"> - Understanding and managing client'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 clients 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"> • Provide direct services in the area of Family Engagement Work. • Have an extensive knowledge of community services, resources and networks available for families. • Provide service on an outreach basis to families in need of varying levels of support, including evenings and weekends as required. This includes undertaking assessments and reviews as appropriate. • Provide accurate information and advice to families about issues and services relevant to their health and social needs. • Facilitate the delivery of structured parenting programs.



	<ul style="list-style-type: none"> • Facilitate family meetings. • Provide support, information and secondary consultation to practitioner staff. • Advocate for families in supporting for an effective coordinated transition from sub-acute care back into the wider community. • Facilitate specific events for families and carers as required. • To connect with and support families/carers in a family inclusive practice. • To liaise with other professionals and external agencies including attending case conferences, reviews and meetings as appropriate and to provide written reports as required. • Support family, existing support networks and significant others to assist client through treatment using family interventions. • Involve carers, family and friends as identified by the client in work to support their recovery. • 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.
<p>Co-ordinate and work with other Mind team members to support the client</p>	<ul style="list-style-type: none"> • Ensure team have a shared understanding of the client’s individual recovery plan. • Coach and mentor team in area of specialty. • Work collaboratively with the team as to ensure a coordinated and integrated response to the client’s recovery goals.
<p>Work with local service providers</p>	<ul style="list-style-type: none"> • Engage with clients 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 clients that facilitate them living the life of their choosing in their own community.
<p>Professional development</p>	<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.
<p>Accountability</p>	<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, Community Welfare 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. • Demonstrated in-depth knowledge and understanding of the principles and challenges of supporting vulnerable families. • Demonstrated ability to work as part of a multidisciplinary team. • An understanding of cultural contexts including the unique needs of Aboriginal and Torres Strait Islander peoples and diverse CALD communities. • Good communication and organisational skills, including network development 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. • Awareness and understanding of the NDIS is desirable. • 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. • Able to provide a record of Vaccination Preventable Diseases or able to obtain vaccinations against Measles, Mumps, Rubella, Chicken Pox, Whooping Cough, Hepatitis B or other diseases as required by our Partnership with Queensland Health.

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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