

## Community Mental Health Practitioner - Cultural

**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

<p><b>Purpose</b></p>	<p>The Community Mental Health Practitioner - Cultural 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 Community Mental Health Practitioner (CMHP) - Cultural will work with clients to define their own goals and outcomes whilst providing individual and shared support within the Community Care Units (CCU) residential setting. The Practitioner provides 1:1 and group supports that help build client skills that they need, to support their return to their community of choice, enabling them to live an independent quality of life. The CMHP - Cultural ensures, support services are aligned with client's choices and aspirational wishes, as identified in their Individual Recovery plan and aspirational wishes, as identified in their Individual Recovery plan. The role will focus particularly on the implementation of the Reconciliation Action Plan to support outcomes for Aboriginal and Torres Strait Islander clients.</p>
<p><b>Position reports to</b></p>	<p>Service Manager</p>
<p><b>Mind classification level</b></p>	<p>SCHADS Level 3</p>
<p><b>Stream</b></p>	<p>Sub-Acute - Residential QLD</p>
<p><b>About the service</b></p>	<p>The Community Care Units (CCU) program provides intensive treatment and recovery support in a residential setting (for up to two years) to help people stabilise their mental health and gain the skills necessary to move back into the community.</p> <p>Clients are provided care by a 24/7 clinical team as well as Mind staff who focus on supporting the development of social and daily living skills and building confidence to live independently. The program provides one-to-one peer support as well as group peer-led activities. The service also</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.



	works to support family and carers in the transition from hospital to community.
<b>Position description effective date</b>	October 2021
<b>Responsibilities</b>	
<b>Provide direct support to individual clients</b>	<ul style="list-style-type: none"> <li>• 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"> <li>- Welcoming and engagement.</li> <li>- Strengths identification and individual recovery plan development.</li> <li>- Skill and capacity development.</li> <li>- Engagement and maintenance of natural supports.</li> <li>- Service exit and on-going self-management support.</li> </ul> </li> <li>• Assist the client with actioning their individual recovery plan in a range of areas including: <ul style="list-style-type: none"> <li>- Understanding and managing client's own mental health.</li> <li>- Developing daily living skills and capacity for self-care.</li> <li>- Crisis and incident management.</li> <li>- Addressing stigma.</li> <li>- Having awareness of trauma.</li> <li>- Managing physical health.</li> <li>- Managing issues associated with drug and alcohol issues.</li> <li>- Support to maintain or create meaningful activity through participating in community life, including education and employment and utilising public transport.</li> </ul> </li> <li>• Purposefully engage with clients using techniques including: <ul style="list-style-type: none"> <li>- Brief intervention.</li> <li>- Motivational interviewing and coaching.</li> <li>- Family inclusive practice.</li> <li>- Trauma informed practice.</li> <li>- Conflict resolution.</li> <li>- Behaviour support for dual diagnosis.</li> <li>- Complete Cultural Gathering Tool.</li> </ul> </li> </ul>
<b>Provide support to families and carers</b>	<ul style="list-style-type: none"> <li>• Support family and carer roles through understanding their concerns and the provision of information, education and referrals.</li> <li>• Facilitate, as appropriate, the re-engagement and maintenance of family and carer relationships.</li> <li>• Work with families and carers at the time of transition back to community.</li> </ul>



<p><b>Undertake group work</b></p>	<ul style="list-style-type: none"> <li>• Plan and develop group work programs that will assist clients to build their skills, focus on their recovery and work towards transitioning back to their community.</li> </ul>
<p><b>Work with local service providers</b></p>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• 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.</li> </ul>
<p><b>Work with clinical partners</b></p>	<ul style="list-style-type: none"> <li>• Work within a multidisciplinary team:             <ul style="list-style-type: none"> <li>- Supporting recovery oriented practice.</li> <li>- Supporting clinical interventions.</li> <li>- Actively participating in team, case and handover meetings.</li> <li>- Enhancing collaboration between team members.</li> <li>- Providing education and feedback to ensure best practice relating to Aboriginal and/or Torres Strait Island people/s local experiences</li> </ul> </li> </ul>
<p><b>Housekeeping</b></p>	<ul style="list-style-type: none"> <li>• 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"> <li>- Preparing rooms for new residents.</li> <li>- Washing linen.</li> <li>- Food shopping and meal preparation.</li> </ul> </li> <li>• Ensuring all communal areas are home-like and welcoming at all times.</li> </ul>
<p><b>Professional development</b></p>	<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>
<p><b>Accountability</b></p>	<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> <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>
<p><b>Workplace health, safety and wellbeing</b></p>	<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>
<p><b>Lived experience</b></p>	<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>



**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	
<b>Qualifications required</b>	<ul style="list-style-type: none"> <li>• Tertiary qualifications (minimum Certificate IV) in Mental Health, Psychology, Social Work, Occupational Therapy or other health related field as designated by Mind.</li> </ul>
<b>Knowledge, skills and experience required</b>	<ul style="list-style-type: none"> <li>• Experience working with Aboriginal and Torres Strait Islander communities in mental health and or homelessness.</li> <li>• Experience and expertise in working directly with people with mental health issues, complex needs, and with their families and carers.</li> <li>• Demonstrated ability to plan and prioritise to meet customer service delivery requirements.</li> <li>• Excellent customer service skills.</li> <li>• Demonstrated experience in documenting client notes, reporting and working with a variety of electronic systems.</li> <li>• Proven ability to work autonomously and as a member of a team.</li> <li>• Demonstrated understanding of available community services, networks and supports.</li> <li>• Awareness and understanding of the NDIS is desirable.</li> <li>• Understanding of the link between Aboriginal and Torres Strait Islander people's health outcomes and mental health</li> <li>• Demonstrated capacity to effectively engage with Aboriginal and Torres Strait Islander communities and with elders.</li> <li>• Demonstrated ability to coach and develop team awareness of Aboriginal and Torres Strait Islander culture and cultural protocol where service delivery will occur.</li> <li>• Demonstrated ability to work within a case management approach, including care coordination, advocacy, service scoping and monitoring service delivery effectiveness involving clients with complex needs.</li> <li>• A lived experience of mental ill health and recovery or experience caring for a person with mental ill health is desirable.</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Right to work in Australia.</li> <li>• Current valid driver's licence.</li> <li>• Current NDIS Worker Screening Check Clearance.</li> <li>• Working with Children Check or equivalent (Blue Card - QLD).</li> <li>• Able to obtain and provide evidence of vaccinations against COVID-19.</li> <li>• 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.</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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