

## Community Mental Health Practitioner - Peer 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

<b>Purpose</b>	<p>The Community Mental Health Practitioner - Peer Practitioner utilises their lived experience of mental ill health and recovery to provide services to clients, families and carers in line with Mind's Model of Recovery Oriented Practice and My Better Life model. The Peer Practitioner is expected to be a champion of co-design and co-production in all aspects of the service, work with clients to define their own outcomes and deliver personalised support services and recovery-oriented care to people living with mental ill health in the community.</p> <p>Peer support is an important part of Mind's approach to recovery. The Community Mental Health Practitioner - Peer Practitioner works as part of a multidisciplinary team with lived experience of mental ill health and recovery being the unique specialist lens that they bring.</p>
<b>Position reports to</b>	Service Manager
<b>Mind classification level</b>	SCHADS Level 3
<b>Stream</b>	Victoria Operations
<b>About the service</b>	<p>The Community Mental Health and Wellbeing Service (CMHWS) has been developed to meet the increased demand for mental health support as a result of the COVID-19 pandemic. The service provides wellbeing supports tailored to a person's individual needs from early intervention to specialist referrals. The response will also include support to families, clinical oversight and escalation to clinical mental health assessment, treatment and acute care when indicated.</p> <p>The service is available to all Victorians experiencing psychological distress or mental ill health. The service will support people of all ages including children, adults and older adults.</p>
<b>Position description effective date</b>	June 2022

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.



<b>Responsibilities</b>	
<b>Peer work</b>	<ul style="list-style-type: none"> <li>• Utilise your own lived experience of mental ill health and recovery to inform your work and the work of the team.</li> <li>• Disclose your lived experience in an appropriate and purposeful manner to support, empower, bring hope and support the recovery of clients.</li> <li>• Draw on Mind’s Peer Work Framework and Model of Peer Work to guide you’re work.</li> <li>• Draw on the broader lived experience knowledgebase to inform your practice.</li> <li>• Support the team to understand and deliver services that are consistent with recovery oriented practice from a peer/lived experience perspective.</li> <li>• Undertake lived experience related projects and adopt peer work portfolios as required.</li> <li>• Spearhead co-design and coproduction in all aspects of the service including program evaluation, planning, decision making and service design.</li> </ul>
<b>Provide intensive support to individual clients</b>	<ul style="list-style-type: none"> <li>• Provide targeted and time-critical responses to clients through flexible outreach and telehealth.</li> <li>• Assess needs and vulnerabilities with a specific focus on health and emotional wellbeing.</li> <li>• Complete comprehensive assessments upon intake to support service planning.</li> <li>• Work collaboratively with the client to assess risk and implement management strategies.</li> <li>• Where appropriate develop a short-term recovery plan by completing My Better Life planning tool in collaboration with each client.</li> <li>• Implement an assertive, intensive service delivery model to work with individuals underpinned by recovery-oriented practice and a focus on reducing distress.</li> <li>• Actively engage with clients using trauma informed care approach.</li> <li>• Coordinate with the client’s existing supports to avoid duplication of services and ensure clients are given choice.</li> <li>• Deliver group-based psychosocial intervention as part of the CMHWS group program.</li> <li>• Support clients 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 and managing issues arising from trauma.</li> </ul> </li> </ul>



	<ul style="list-style-type: none"> <li>- Managing physical health.</li> <li>- Support the management of 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> <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> </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>
<b>Undertake group work</b>	<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> <li>• Deliver group work programs as the lead/co-facilitator based on peer values and principles.</li> <li>• Engage and support clients to co-produce and co-facilitate groups/events.</li> <li>• Evaluate and review group work programs.</li> </ul>
<b>Work with local service providers</b>	<ul style="list-style-type: none"> <li>• Engage with clients to fully understand their need for assistance from local service providers with clinical services, 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>
<b>Work with clinical partners</b>	<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> </ul> </li> </ul>
<b>Other duties</b>	<ul style="list-style-type: none"> <li>• Document all activities using Mind's ICT system and processes.</li> <li>• Actively participate, contributing to the team and wider organisational initiatives.</li> </ul>



	<ul style="list-style-type: none"> <li>• Take personal responsibility for the quality and safety of work undertaken.</li> <li>• Contribute to service delivery improvements.</li> <li>• Other duties as directed.</li> </ul>
<b>Professional development</b>	<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>• Complete Mind's Peer Work Program training is mandatory.</li> <li>• Participate in reflective practice.</li> <li>• Participate in Peer Practitioner Community of Practice on a regular basis.</li> <li>• Continue to reflect on your personal lived experience and the broader lived experience knowledgebase and how you use this in your practice.</li> </ul>
<b>Accountability</b>	<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>
<b>Workplace health, safety and wellbeing</b>	<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>
<b>Lived experience</b>	<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>
<b>Cultural safety</b>	<ul style="list-style-type: none"> <li>• 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.</li> </ul>



Position Requirements	
<b>Qualifications required</b>	<ul style="list-style-type: none"> <li>• Tertiary qualifications (minimum Certificate IV) in Mental Health, Peer Work, 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 and expertise in working directly with people with mental health issues, complex needs and with their families and carers.</li> <li>• Experience in the Mental Health, Community Services, Social Services or Disability sectors is essential.</li> <li>• Experience providing person-centred active supports.</li> <li>• Utilise your own lived experience of mental ill health and recovery to inform your work and the work of the team is required.</li> <li>• Disclose your lived experience in an appropriate and purposeful manner to support, empower, bring hope and support the recovery of clients.</li> <li>• Draw on Mind's Peer Work Framework and Model of Peer Work to guide your work.</li> <li>• Draw on the broader lived experience knowledgebase to inform your practice.</li> <li>• Support the team to understand and deliver services that are consistent with recovery oriented practice from a peer/lived experience perspective.</li> <li>• Undertake lived experience related projects and adopt peer work portfolios as required.</li> <li>• Spearhead co-design and coproduction in all aspects of the service including program evaluation, planning, decision making and service design.</li> <li>• Experience in assessing need and working collaboratively to plan goal focused recovery using evidence informed approaches and tools.</li> <li>• Demonstrated ability to plan and prioritise to meet customer service delivery requirements.</li> <li>• Excellent customer service skills.</li> <li>• Skills and experience in advocacy, collaboration, facilitation, evaluation and problem solving.</li> <li>• Ability to work both autonomously and as part of a team, incorporating effective planning, time management, organisational skills, resourcing, and achieving quality outcomes.</li> <li>• Demonstrated experience in documenting client notes, reporting and working with a variety of electronic systems.</li> <li>• Demonstrated understanding of available community services, networks and supports.</li> <li>• Awareness and understanding of the NDIS is desirable.</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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<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 and willing to work some out of hours work on weekdays.</li></ul>
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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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