

Community 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	The Community Mental Health Practitioner (CMHP) will provide intensive psychosocial support to clients who have experienced chronic homelessness and/or rough sleeping and may present with multiple and complex support needs including mental illness, alcohol and drug use, trauma, and physical health issues. This role will coordinate supports to ensure From Homelessness to a Home (H2H) clients are linked into appropriate services in a timely manner. Working collaboratively with clients and service providers the CMHP will monitor the effectiveness of services and/or interventions and to engage in high level advocacy and systems change where required.
Position reports to	Service Manager
Mind classification level	SCHADS Level 3
Stream	Victoria Operations
About the service	<p>Mind Australia has formed a consortium with Launch Housing (Lead Agency) and other specialist agencies across the North-East and Bayside areas of Melbourne, to assist people experiencing homelessness to transition from temporary hotel accommodation into housing as part of the Victorian Government's From Homelessness to a Home (H2H) program.</p> <p>The From Homeless to a Home (H2H) initiative is an opportunity to make a significant, lasting impact on homelessness and rough sleeping in Victoria. This investment will provide affordable housing and support to vulnerable people whilst also promoting their health and wellbeing and prevent a return to rough sleeping. The consortium will support clients with prompt access to head-leased properties in the private rental market; and tailored, responsive mental health, drug and alcohol, family violence, and physical healthcare services based on the needs of individuals.</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.



Position description effective date	June 2021
Responsibilities	
Provide intensive support to individual clients	<ul style="list-style-type: none"> • Provide targeted and integrated case managed responses to clients through flexible outreach. • Build trust through strengths focused engagement. • Develop a recovery plan by completing My Better Life planning tool in collaboration with the client. • Implement an assertive, intensive service delivery model to work with individuals to establish and maintain housing and recover from experiences of being homeless and sleeping rough. • Actively engage with clients using trauma informed care approach. • Coordinate client appointments including support to attend appointments. • Provide practical assistance and case coordination to help navigate the service system and coordinate supports. • Supporting planning to more independent living leveraging community-based health and social supports which may include advocacy and liaison to assist clients to access appropriate services and safety planning and immediate accommodation. • Develop long term housing plans with clients. • Assist clients to integrate with local communities and reduce experiences of isolation and exclusion. • Support clients to build social capital through linkages into a range of community supports. • Implement client-centred approaches that foster self-determination. • Engage with clients at times and in locations familiar to them that enable relationship building and the provision of information about housing and other service options. • Implement practical strategies that aim to address barriers that people sleeping rough face in accessing housing, particularly in terms of enabling the social housing application process. • Assess client needs and vulnerabilities with a specific focus on health and emotional well-being. • Engage with clients to fully understand their need for assistance with mental health, physical health, education and employment, eligible entitlements and benefits, housing, transport, recreation and social connections. • Provide practical assistance to clients in obtaining permanent housing, health and other services that clients identify as a priority.



	<ul style="list-style-type: none"> • Provide assistance and support to clients during the transition into housing including both practical assistance with furniture, connecting utilities, etc. • Support clients to develop skills and independence in relation to activities of daily living such as self-care, budgeting, cleaning the home, personal hygiene, and/or laundry. • Provide housing support for as long as necessary to ensure tenancy establishment and sustainability. • Provide formal and informal supports and services that facilitate social well-being and opportunities to participate in community, education, training and or employment. • Undertake exit planning that balances the need for service continuity but avoids over-dependency. • Work with clients to foster independent living and assist them in meeting their goals and needs in relation to support required. • Support clients in a range of areas including: <ul style="list-style-type: none"> - Understanding and managing client's own mental health. - Crisis and incident management. - Addressing stigma and managing issues arising from trauma. - Managing physical health. • Provide support regarding, alcohol and drug use using a harm minimisation approach. • Provide support in response to trauma using a trauma informed care approach. • 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. • Contribute to the achievement of service delivery targets. • Provide service to clients in accordance with Mind's Model of Recovery oriented practice and deliver high quality, person centered services to meet the needs of clients. • Build a risk profile of clients and manage accordingly.
<p>Provide support to families and carers</p>	<ul style="list-style-type: none"> • 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. • Work with families and carers at the time of transition back to community.



<p>Undertake group work</p>	<ul style="list-style-type: none"> • 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 natural community. • Deliver, lead and facilitate group work with a co-design approach. • Evaluate and review group work programs.
<p>Work with local service providers</p>	<ul style="list-style-type: none"> • Consult, promote and build relationships with formal and informal services, networks and other community resources. • Ensure that key health, mental health, housing, aged care, homelessness and disability services are engaged in partnership. • 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. • Support clinical interventions. • Actively participate in team meetings, care team meetings, case review meetings and reflective practice.
<p>Work with clinical partners</p>	<ul style="list-style-type: none"> • Work within a multidisciplinary team: <ul style="list-style-type: none"> - Supporting recovery oriented practice. - Supporting clinical interventions. - Actively participating in team, case and handover meetings. - Enhancing collaboration between team members.
<p>Tenancy management</p>	<ul style="list-style-type: none"> • Support residents with upcoming house inspections to ensure a reasonable standard of cleanliness. • Liaise with property management providers and/or tenancy management providers with the aim of assisting clients to maintain their tenancy. • Provide support to clients to create a positive and safe living environment by complying with tenant responsibilities. • Assist clients to exercise their rights as a tenant.
<p>Other duties</p>	<ul style="list-style-type: none"> • Document all activities using Mind's ICT system and processes. • Actively participate, contributing to the team and wider organisational initiatives. • Take personal responsibility for the quality and safety of work undertaken. • Contribute to service delivery improvements. • Other duties as directed.
<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.



	<ul style="list-style-type: none"> 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, Peer Work, 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, homelessness, complex needs and with their families and carers. • Experience in the Mental Health, Community Services, Social Services or Disability sectors is essential. • Experience providing person-centred active supports. • Demonstrated experience in case management including navigating complex service systems to ensure access to services which results in sustainable service provision. • Experience in assessing need and working collaboratively to plan goal focused recovery using evidence informed approaches and tools. • Demonstrated experience in motivational interviewing, harm reduction, trauma informed care, positive behaviour support, assertive outreach/active engagement, recovery oriented practice, care coordination, and housing focused support. • Ability to co-design, co-produce and co-facilitate groups and education support. • Demonstrated experience in the development and maintenance of strategic stakeholder relationships. • Demonstrated ability to plan and prioritise to meet customer service delivery requirements. • Excellent customer service skills. • Skills and experience in advocacy, collaboration, facilitation, evaluation and problem solving. • Ability to work both autonomously and as part of a team, incorporating effective planning, time management, organisational skills, resourcing, and achieving quality outcomes. • 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.

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



	<ul style="list-style-type: none">• Working with Children Check or equivalent (Blue Card - QLD).• Able to obtain and provide evidence of vaccinations against COVID-19.• Able and willing to work to work extended hours and may be required to be on call.
--	---

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

