

Volunteer PALS

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	<p>The Volunteer PALS will develop warm and nurturing relationships with a person experiencing mental ill health and support them to engage in social and recreational activities.</p> <p>The Partnership And Linkage Service (PALS) is a social and recreational program where volunteers are matched with an individual experiencing mental ill health and social isolation. The focus of the program is to enhance the client's recovery journey by providing personalised one-to-one support, building positive relationships, growing confidence, developing connections with the community, and encouraging participation in social and recreational activities. Volunteers can come from all walks of life with the common thread being a strong commitment to valuing and supporting diversity of experience, companionship and connection.</p>
Position reports to	Volunteer Coordinator
Mind classification level	Not Applicable
Stream	Innovation - Family, Carer & Respite
About the service	<p>Mind offers a targeted range of supports and services that aim to maximise recovery outcomes including group education and learning, mentoring and coaching, education and vocational support, housing and linkage services, counselling, NDIS planning and access supports. The services operate in the context of the delivery of specialist interventions and approaches in the person's local community using the Mind Australia psychosocial service model that is place-based, holistic My Better Life[®] informed and Mind's Model of Recovery Orientated Practice.</p> <p>The Innovation service stream offer a range of supports and services that aim to maximise recovery outcomes in a Fee For Service (FFS) model. The service offers a range of innovative centre-based and assertive outreach</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.



	products from generalist recovery oriented support, FFS and specialist behavioural support including NDIS support coordination, Transport Accident Commission (TAC) services and WorkCover outreach.
Position description effective date	June 2022
Responsibilities	
Provide direct support to clients	<ul style="list-style-type: none"> • Provide high quality personalised one-on-one support and social companionship to clients. • Provide support, care and empathy to clients and deliver services that best suit their needs. • Provide clients someone to talk to outside of existing clinical links. • Support clients with pathways to build community connections and social confidence. • Support clients to participate in community or social/recreational groups either face-to-face or virtually. • Support individuals in social and recreational activities that may be difficult for them to participate in. • Participate in social and recreational activities with the client such as virtual online groups, gaming, podcasts and therapeutic activities on YouTube, coffee catch ups, walking, gym and exercise groups, watching movies or sports, visiting local libraries, art galleries or theatres, participating in community events, attending cooking clubs, social groups or creative classes/groups. • Participate in other tasks and responsibilities depending on skills and interests, the client's needs and the requirements of the service. • Support the clients, families and carers to connect or reconnect with the local community and service providers.
Support service delivery	<ul style="list-style-type: none"> • Actively participate in support and review systems. • Assist carers to link with supports at Mind Australia, i.e. passing on information to the Community Mental Health Practitioners and other internal stakeholders. • Maintain contact with appropriate support coordinators, stakeholders, service providers and Mind staff. • Update appropriate staff on any risks or issues. • Maintain relevant and up-to-date information about client resources and services. • Maintain statistical records and client notes. • Participate in training as required. • Participate in program development and evaluation processes as required. • Assist with administration functions as required.



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	<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"> No minimum qualifications are required but Tertiary qualifications (minimum Certificate III) in Mental Health, Peer Work, Psychology, Social Work, Occupational Therapy or other health related field as designated by Mind is desirable.
Knowledge, skills and experience required	<ul style="list-style-type: none"> Previous experience in a similar volunteering position or customer service role is desirable. Experience in Community Services, Mental Health, Social Welfare, Housing, Healthcare, Disability or Government sectors is desirable. Experience and expertise in working directly with people with mental health issues, complex needs and with their families and carers is desirable. Some understanding of available community services, networks and supports. Awareness and understanding of the NDIS is desirable. Ability to plan and prioritise to meet customer service delivery requirements. Excellent customer service skills. Excellent communication, interpersonal and listening skills with a respectful, non-judgmental attitude towards people. Ability to accept constructive feedback and incorporate feedback into practice. Skills and experience in advocacy, collaboration and problem solving. Proven track record in building and maintaining effective working relationships with a diverse range of stakeholders up including peers, managers and stakeholders. Ability to work both autonomously and as part of a team, incorporating effective planning, time management, organisational skills, resourcing, and achieving quality outcomes. A commitment to best practice, ongoing self-care and reflection. An understanding of confidentiality and privacy issues is desirable. Demonstrated experience in documenting client notes, reporting and working with a variety of electronic systems is desirable. Strong computer literacy including Microsoft Office suite, email and Internet searching skills. Demonstrated experience in documenting client notes, reporting and working with a variety of electronic systems 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 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

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	<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.• Volunteers are required to volunteer for half a day per fortnight with a minimum commitment of 12 months.• Volunteers must participate in an induction training program, observation shifts and supervision.
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