

Position	Mental Health Practitioner
Status	Full time or Part-Time-contract ending 30.06.2027 (with strong possibility of extension)
Hours/Days	30-38 hours per week, flexibility to deliver services during extended hours and some weekend (Saturday) work
Location	Redcliffe, Queensland
Responsible to	Practice Team Leader – Redcliffe Medicare Mental Health Centre
Classification	Social, Community, Home Care and Disability Services Industry Award, Community Services Worker, Level 5

Organisational Profile

CommuniFY is committed to supporting people across all life stages and experiences to lead active, healthy and socially connected lives. CommuniFY's programs empower people to maintain their independence, connect with their community, manage their health and lifestyle and address the challenges that life can present.

We provide programs and services in areas of aged care, children, family & individual support, mental health, disability, housing & homelessness, drug & alcohol recovery and NDIS. Through our Neighbourhood Centres and Community Development programs, we also offer Emergency Relief, Social Inclusion activities, Food Security, Multicultural Support, community gardens and venue hire.

Service Profile

CommuniFY's Medicare Mental Health Centres (MMHC) are safe and welcoming spaces that provide high quality mental health supports delivered by a multi-disciplinary team of professionals and people with a lived experience of mental health. Funded by Brisbane North PHN, the centres provide free, integrated support over extended hours for individuals with moderate to severe mental health concerns and complex life circumstances, as well as support for carers and families.

MMHCs are designed to provide immediate support for those experiencing emotional distress and offers comprehensive assessment and recovery planning alongside individuals to inform short to medium term support which aims to improve mental wellbeing and address complex life circumstances by providing linkage and collaboration with specialist services such as; housing, employment, domestic violence, chronic physical health concerns or challenges with substances.

CommuniFY's Medicare Mental Health Centres deliver individual and group therapeutic and psychosocial support that utilises Recovery oriented, strengths-based, person-driven and trauma-informed frameworks. CommuniFY's Medicare Mental Health Centers implement a "Peer First, Peer Throughout and Peer Last" model.

Position Overview

- Provide trauma informed, recovery orientated Biopsychosocial assessments to guests attending the Centre either via drop-in or scheduled appointments
- Provide a range of clinical and non-clinical supports to assist individuals to achieve their identified recovery goals, connect with community and improve people's confidence and skills to navigate day to day life
- Work closely with the Centre's Peer Service Guides in delivering the 'Open House' function of the drop-in centre which includes the potential to deliver services during extended hours
- Provide direct support to guests attending the Centre in acute distress, including suicidal ideation, and provide appropriate, trauma informed support.
- Deliver some outreach services across the Redcliffe and Southern Moreton Bay region, which requires a willingness to work with participants in their homes and community
- Engage in recovery oriented, person driven goal planning and regular review of shared support plans both within Communify's Medicare Mental Health Centre services and external providers
- Regularly monitor that the delivery of services and support are within the highest level of customer service
- Use local knowledge and sector expertise to increase opportunities for people with severe mental illness to be connected to the most appropriate supports and connect with their local community
- Keep accurate and complete records of work activities in accordance with organisational and legislative requirements
- Build and maintain collaborative working relationships with a range of stakeholders

Responsibilities

Support

- Providing psychosocial supports which assist participants in their individual recovery and building independence through SMART goal setting
- Undertake and/or regularly review comprehensive Biopsychosocial assessment with participants
- Facilitate access and referrals to a range of clinical and non-clinical community services e.g. General Practice, Housing, specialist Domestic Violence, Centrelink, Alcohol and Other Drug services
- Complete applications alongside participants for NDIS, Disability Support Pension, Department of Housing, Victims Assist Claims and more
- Support the delivery of Psychosocial and Psychological Therapy groups (programs such as walking groups, DBT Skills, Art Therapy)
- Build positive working relationships and engage in effective communication with Communify's Medicare Mental Health Centres multi-disciplinary team and other programs to ensure integrated, seamless service delivery for participants
- Work collaboratively with other agencies to ensure appropriate service needs are being met
- Provide support and work alongside participants to build confidence and capacity to attend and navigate appropriate support services
- Support participants to build capacity to achieve their goals
- Offering hope and supporting participants to develop a recovery-oriented perspective

Program Administration

- Maintaining a high level of accurate, professional client and program records across two databases (AlayaCare and Redicase)
- Provide appropriate administrative support to ensure the efficiency and effectiveness of the organisation
- Ensure all processing and reporting requirements are performed to a consistently high standard and within specific timeframe

Communication

- Develop and maintain rapport with participants and relevant stakeholders
- Communicate using recovery based, trauma-informed and respectful language that values a person's efforts and skills
- Communicate with participants without judgement, bias or expressing personal opinions regarding their lifestyle or choices
- Utilise a wide range of effective listening skills and techniques based on Narrative Therapy and Motivational Interviewing
- Regularly report to the Practice Team Leader and wider team about the ongoing progress of each participant

Collaborative Practice

- Display effective interpersonal and networking skills that will promote CommuniFY and its programs in the wider community
- Contribute to professional development activities that further the vision and goals of CommuniFY's Medicare Mental Health Centre
- Contribute to the successful running of the Medicare Mental Health Centre through a willingness to support team members and leadership in times of change
- Strive to maintain and build positive relationships with all new and existing stakeholders
- Actively network, refer and respond to other CommuniFY services and programs in a timely manner

Organisational Culture and Participation

Contribute to creating a positive, empowering and collaborative team and organisational culture

- Abide by all relevant policies and procedures and participate in their development and review
- Commit to maintaining high level of professionalism and confidentiality with other staff members and stakeholders
- Ensure that trauma-informed and recovery-oriented language is utilised in shared spaces and that dignity and privacy of all service users is a consistent focus
- Actively participate in all required staff meetings, team building and all CommuniFY staff professional development
- Undertake training & professional development in accordance with the requirements of the position
- Actively participate in regular internal supervision and performance management and capability development processes, including individual work plans and individual development plans

Workplace Health and Safety

- Comply with all applicable legislation, policies and procedures, and guidelines related to governance, human resources, occupational health and safety, privacy and ethical standards
- Contribute to the achievement of physically and psychologically safe and healthy environment by carrying out the responsibilities outlined in the Communify Qld Health & Safety policies manual.

Relationships

Internal

This position works closely and collaboratively with various other services with the Medicare Mental Health Centre and across Communify more broadly. The role includes-

- Team responsibilities- be actively involved with relevant meetings, reviews, supervision and other program activities
- Organisational responsibilities- contribute to the decision making process regarding the organisation and program/service to ensure the positive development and promotion of the organisation
- Individual responsibilities- identify and participate in training and development opportunities to ensure your personal and professional development

External

- This role requires the worker to develop and maintain positive relationships with a range of external stakeholders including participants, community members, family, friends, advocates and other service providers and professionals.
- The worker will be required to promote Communify Services amongst participants, carers and families, service providers and the wider community.

Reporting relationships

Reports to: Practice Team Leader of Medicare Mental Health Centres

Direct reports: NIL

Selection Criteria

Required

- Tertiary qualification in Social Work or Allied Health
- Registration with AASW or relevant registration body
- Demonstrated knowledge and experience in supporting participants through the key responsibilities outlined above – in particular, developing Recovery Plans to support participants in identifying and achieving their goals and undertaking comprehensive psychosocial assessments (must speak to this in cover letter).
- Demonstrated ability to contribute as part of a team to provide a safe, equitable and rewarding workplace
- Experience and knowledge around strength based, trauma-informed support and recovery-oriented frameworks and a well-articulated framework for practice

- Exceptional interpersonal and communication skills
- Demonstrated knowledge and experience in computer skills, particularly data management systems, word processing skills and Microsoft Outlook management
- We work with people who are often experiencing difficult and complex life circumstances. A demonstrated ability to respond flexibly and constructively to uncertainty and ambiguity will be required.

Desirable

- Experience in using outcome tools (K10+, RAS-DS, CANSAS)
- Understanding of group work and confidence to support the facilitation of psychological therapy and psychosocial support groups if needed

Other

- A current open QLD driver's license and road worthy vehicle, insured to a minimum level covering third party property damage (comprehensive cover is recommended)
- Working with Children card and Working with People with a Disability check (or the ability to obtain one) is mandatory

A criminal record check will be undertaken for the successful applicant with ongoing employment dependant on the outcome.

Diversity and Inclusion

Communityfy pays its respects to the traditional custodians across the lands in which we work, and we acknowledge the elders past, present and emerging.

Communityfy is committed to being an inclusive organisation. We recognise that we work across diverse communities and welcome and encourage participants from all backgrounds and experiences. We strive to embrace the diversity of people from all ages and genders, Aboriginal and Torres Strait Islander peoples, culturally and linguistically diverse groups, the LGBTIQ+ community, people seeking asylum, refugees and people living with a disability.



Declaration

I agree that I have read, and understand the position description details above.

Name

Signature

Date
