

Family Engagement Worker

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>Purpose</p>	<p>The Family Engagement Worker will mediate, advocate and work collaboratively with a team to enable the best outcomes for clients and ensure families and carers are included in the services provided to their loved one. The Family Engagement Worker will welcome, support and involve families and carers in service delivery, provide information and advice, offer meaningful referrals to external providers and work alongside clinical partners to ensure an integrated, individualised service response.</p> <p>Family Engagement Workers provide services to clients, families and carers in line with Mind's Model of Recovery Oriented Practice and organisational values for people with a psychosocial disability. This role provides practice leadership and direction to Mind staff in the delivery of the psychosocial rehabilitation, recovery programs, support services and ensures staff are supported in their work.</p>
<p>Position reports to</p>	<p>Service Manager</p>
<p>Mind classification level</p>	<p>SCHADS Level 5</p>
<p>Stream</p>	<p>Sub-Acute Residential Partnership Services, Queensland</p>
<p>About the service</p>	<p>The service is designed to support young people to build independence. Young people (aged 16 – 21) can access staff 24 hours a day within a home like setting, whilst being supported to achieve their recovery goals, strengthen relationships with families and carers, develop social connections and community networks, build confidence and increase capacity to live safely in the community. The service provides personalised one-to-one support, shared supports, workshops and group activities based on client's strengths and goals as identified in their individual recovery plan.</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.



	The service works within a recovery focused, and trauma informed framework aligned with Mind’s Model of Recovery Oriented Practice and organisational values.
Position description effective date	March 2025
Responsibilities	
Provide direct support to individual clients	<ul style="list-style-type: none"> • 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"> - Welcoming and engagement. - Strengths identification and individual recovery plan development. - Skill and capacity development. - Engagement and maintenance of natural supports. - Service exit and on-going self-management support. • Support clients with actioning their recovery plan in a range of areas including: <ul style="list-style-type: none"> - Understanding and managing client’s own mental health. - Developing daily living skills and capacity for self-care. - Crisis and incident management. - Addressing stigma and managing issues arising from trauma. - Managing physical health. - Support the management of drug and alcohol issues. - Support to maintain or create meaningful activity through participating in community life including education and employment and utilising public transport. • 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. • Provide direct specialised services beyond those of the Community Mental Health Practitioner.
Provide psychosocial practice leadership	<ul style="list-style-type: none"> • Aid in the development and implementation of the therapeutic group program and activities of daily living program. • Work in partnership with the Team Leader and Service Manager and contribute to service planning and review. • Ensure cohesiveness in the design and delivery of services with the aim of optimising resources and improving service delivery. • Support coordination of clinical appointments and reviews within the planned program.



	<ul style="list-style-type: none"> • Actively contribute and foster the establishment and maintenance of constructive relationships within the team. • Provide training and upskilling to Community Mental Health Practitioners through the creation and facilitation of professional development workshops. • Co-facilitate new staff induction sessions. • Coach and mentor Community Mental Health Practitioners to provide quality support to clients with a dual diagnosis. • Provide leadership regarding practice development and dual diagnosis. • Create, facilitate, evaluate and review professional development training sessions which reflect the needs of the teams at a local level. • Facilitate reflective practice with teams as required. • Identify opportunities and implement strategies to continually enhance a learning culture within teams. • Contribute to a high performance team through engaging with staff, following direction and performance expectations. • Providing appropriate feedback and supervision to Mind employees. • Provide support to the Service Manager, Team Leader and team as required.
<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 group work programs as the lead/co-facilitator. • Evaluate and review group work programs.
<p>Deliver family engagement work</p>	<ul style="list-style-type: none"> • Work with the Service Manager, Team Leader, stakeholders, service providers, clients, families and carers to understand current family engagement and identify opportunities for participation and partnership development. • Work collaboratively with the Service Manager, Team Leader and staff to develop and implement a family engagement plan, engage and provide family engagement and provide support to Community Mental Health Practitioners in planning ongoing mental health support. • Engage with clients, families and carers to provide family engagement work in line with an individual's recovery plans and support case managers to develop longer term accommodation options for clients. • Support clients to be at the centre of all the decisions and plans relating to them and encourage family and carer connections, community networks and service provider links that promote healthy lifestyles.



	<ul style="list-style-type: none"> • Work collaboratively with the team and contribute to the development and maintenance of a safe, secure and planned environment where client’s personal and skill developmental needs are effectively met. • Support the team to encourage and empower clients to participate in the community and with families including groups, clubs, visits and social activities in accordance with the client’s wishes and likes. • Contribute to the development of participant group cohesion and the positive utilisation of group dynamics within the service. • Provide targeted, time-critical family engagement services to families and carers in need of support including undertaking assessments and reviews as appropriate. • Advocate for families and carers in supporting for an effective coordinated transition from residential care back into the community. • Support families, carers, support networks and significant others to assist client through treatment using family inclusive interventions. • Provide accurate information and advice to families and carers about issues and services relevant to their loved one’s health and social needs. • Work with the team to identify and overcome barriers to engagement/motivation in families and carers. • Facilitate the delivery of structured parenting programs and family meetings. • Ensure required contacts and visits with families, carers and siblings occur in accordance with requirements and facilitate specific events for families and carers as required. • Support the development, implementation and evaluation of family engagement and co-design activities. • Develop tools and resources for family engagement and participation activities to improve practice. • Lead identification of resources in the community and help build strong connections to local communities. • Provide reporting to internal and external stakeholders and support to ensure consistent implementation of family engagement initiatives and programs. • Lead Family Assessment planning according to DHHS guidelines and statutory documentation. • Provide support, information and secondary consultation to Community Mental Health Practitioners.
<p>Provide support to families and carers</p>	<ul style="list-style-type: none"> • Support family, existing support networks and significant others to assist client through treatment using family inclusive interventions.



	<ul style="list-style-type: none"> • Involve carers, family and friends as identified by the client in work to support their recovery. • 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>Work with local service providers</p>	<ul style="list-style-type: none"> • 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. • 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. • Collaborate with others in the client’s life including family, carers, mainstream support and other service providers chosen by the client to deliver elements of their plans. • Facilitate community appointments designed to support discharge planning wherever possible. • Support the maintenance and development of community networks, service providers and formal connections.
<p>Work with clinical partners</p>	<ul style="list-style-type: none"> • Work closely with clinical team to focus practice. • 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. - Participate in joint referral assessment with clinical staff.
<p>Service delivery improvement</p>	<ul style="list-style-type: none"> • Contribute to evaluation of the effectiveness of services in consultation with clients and their support networks. • Ensure all performance targets as set by Mind are met and utilise performance reports to provide advice to the Service Manager to enable effective planning and service reviews. • Participate in performance appraisals, feedback and ongoing professional development. • Promote systemic change by identifying opportunities for service system improvement from individual client work and strengthening community partnerships to encourage innovative and collective solutions. • Contribute to data collection, service mapping and gap analysis activity.



<p>Team work</p>	<ul style="list-style-type: none"> • Work collaboratively with the team as to ensure a co-ordinated and integrated response to the client’s recovery goals. • Ensure team have a shared understanding of the client’s individual recovery plan. • Coach and mentor the team in an area of specialty as required. • Participate in building a strong team that is built on inclusiveness and respectfulness operating with a high level of professional management in a complex and demanding environment. • Engage with leaders across other services within Mind to build local pathways to support service access.
<p>Stakeholder management</p>	<ul style="list-style-type: none"> • Work collaboratively with internal stakeholders including the Executive Director, General Managers, Service Managers and Team Leaders. • Build and maintain relationships with external stakeholders including opinion leaders, community groups, diverse communities, service providers, partners, government agencies, referral sources and other organisations relevant to the work. • Engage and build relationships with local Aboriginal & Torres Strait Islanders communities and leaders organisations to ensure they are aware of the establishment of the service on their land. • Work collaboratively with lived experience and peer worker colleagues, clients, families and carers to ensure high levels of engagement to achieve objectives. • Engage in productive working relationships that add value to service delivery. • Build a detailed understanding of the operational requirements. • Work collaboratively with all areas of the business to ensure the organisation’s objectives are met. • Foster positive relationships and proactively work with all stakeholders to ensure advice is consistent and contemporary. • Attend internal and external meetings, networks, case conferences, reviews and working groups as appropriate in line with Mind’s Delegation Schedule and with the support of management. • Understand the impact of external influences for the service, team and Mind. • Be a customer advocate, championing client needs and insights throughout the business.
<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.



	<ul style="list-style-type: none"> • Contribute to service delivery improvements. • Other duties as directed.
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"> 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"> Proven experience in Community Services, Mental Health, Disability, Social Welfare, Housing, Healthcare or Government sectors is required. Previous experience in family engagement work and co-design approaches. Experience and expertise in working directly with people with mental health issues, complex needs and with their families and carers. Awareness and understanding of the NDIS is desirable. Demonstrated understanding of available community services, networks and supports. Experience providing person-centred active supports. Experience in assessing need and working collaboratively to plan goal focused recovery using evidence informed approaches and tools. Demonstrated knowledge and experience in the application of theoretical approaches, practices and appropriate service responses including family inclusive practice, trauma informed theory, cognitive behavioral therapy, motivational interviewing and harm reduction therapy. Ability to co-design, co-produce and co-facilitate groups and education support. An understanding of service development and design. Demonstrated ability to plan and prioritise to meet customer service delivery requirements. Excellent customer service skills. Proven capability to coach, mentor and develop a team to achieve best quality service outcomes including experience in the provision of professional supervision. A track record in successful relationship development, stakeholder management and strategic partnerships. Excellent interpersonal and communication skills with the ability to consult, negotiate and influence peers, stakeholders and government agencies with diplomacy to achieve effective outcomes. Skills and experience in advocacy, collaboration, facilitation, evaluation and problem solving. High level organisational skills with demonstrated ability to prioritise, manage multiple complex tasks concurrently, work under pressure and meet deadlines.

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	<ul style="list-style-type: none"> • Ability to work both autonomously and collaboratively showing initiative and flexibility. • Demonstrated experience in client notes, reporting and working with a variety of electronic systems. • A lived experience of mental ill health and recovery or experience caring for a person with mental ill health is desirable.
<p>Other</p>	<ul style="list-style-type: none"> • Right to work in Australia. • Current valid Australian driver's licence. • Current NDIS Worker Screening Check Clearance. • Working with Children Check or equivalent (Blue Card - QLD). • Requirement to bring with you current First Aid and CPR certifications and perform these duties as required as part of the role. • 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. • Able and willing to work after-hours including weekends where required. • Preparedness to work across different services and/or locations as required and directed.

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