

Volunteer

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 Volunteer will develop warm and nurturing social relationships with clients experiencing mental ill health supporting the individual to engage in social and recreational activities. The Volunteer will support to participants in the Partnership And Linkage Service (PALS), a social and recreational program that matches volunteers with a client experiencing mental ill health and social isolation. 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> <p>Volunteers will work collaboratively with clients, families and carers to enhance recovery and wellbeing by delivering personalised one-to-one support, facilitating social and recreational groups, providing peer support, developing personal and daily living skills, creating meaningful social and community connections, strengthening relationships with families and friends, and building confidence and capacity to live independently.</p>
<p>Position reports to</p>	<p>Volunteer Coordinator</p>
<p>Mind classification level</p>	<p>Not Applicable</p>
<p>Stream</p>	<p>Inclusion and Participation - Family, Carer & Respite</p>
<p>About the service</p>	<p>Mind Australia celebrates diversity and promotes inclusion for all people including employees, volunteers, clients, families and carers. The Inclusion and Participation business unit focuses on five principles: equity, using evidence to inform our practice, being responsive and sensitive, being person-centred and taking a systemic approach. Inclusion and Participation works to ensure that organisational systems and processes incorporate the voices and contributions of the people who benefit from services. The services delivered in line with Mind's Lived Experience Strategy, Peer Work Framework, Participation and Co-design Framework, Diversity and Inclusion Framework, and Reconciliation Action 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.



	<p>Within the Inclusion and Participation business unit, the Family, Carer & Respite program provides a targeted range of supports and services to families and carers who are caring for someone with mental health issues. The program offers counselling, mentoring and coaching, peer support, group workshops, case management, support coordination, linkages with service providers, online forums, carer education and information, education and vocational support, recovery retreats, respite programs and recreational activities. Family, Carer & Respite operate in the context of local community with a focus on supporting people to build confidence, develop resilience and achieve their better life goals which reflects Mind's Model of Recovery Oriented Practice.</p>
<p>Position description effective date</p>	<p>January 2023</p>
<p>Responsibilities</p>	
<p>Provide direct support to individual clients</p>	<ul style="list-style-type: none"> • Support an individual's recovery journey with high quality, personalised one-one services, facilitating social and recreational activities, building community connections and developing social confidence. • Provide support, care and empathy to clients and deliver services that best suit their needs. • Support clients, families and carers to participate in mental health support, community and/or social and recreational groups either face-to-face or virtually that may be difficult for them to participate in. • Provide clients someone to talk to outside of existing clinical links. • Provide support clients and participate in activities for example: <ul style="list-style-type: none"> - Coffee catch ups. - Explore virtual online groups, podcasts and therapeutic activities on YouTube. - Participating in social clubs. - Sporting, walking or exercise groups. - Gardening groups, cooking clubs, art groups or participating in creative pursuits. - Visiting local libraries, art galleries or community events. - Attending movies, theatre or musical performances. - Support and education with daily living activities. - Mind Recovery College courses. - Educational, vocational and training courses. • Other tasks and responsibilities as required depending on skills, interests and the needs of the services.



<p>Support service delivery</p>	<ul style="list-style-type: none"> • Provide one-on-one support and social companionship to clients, families and carers. • Promote a supportive and welcoming environment for clients, families and carers. • Assist clients, families and carers to link with supports at Mind Australia including passing on information to the Community Mental Health Practitioners and other stakeholders. • Maintain contact with appropriate support coordinators, stakeholders, service providers and Mind staff. • Take active part in meetings, open afternoons and other activities as required by the Volunteer Coordinator or Lead Practitioner. • Maintain relevant and up-to-date information on client and carer resources and services. • Send information and brochures to clients, families and carers in a timely manner. • Participate in specifically designed training and orientation as well as supervision and support. • Update appropriate staff on any risks or issues. • Participate in program development and evaluation processes as required. • Assist with administration functions as required.
<p>Undertake group work</p>	<ul style="list-style-type: none"> • Support clients to attend group work programs that will assist to build their skills, focus on their recovery and work towards transitioning back to their natural community. • As required, support the development or implementation of groups and events. • Provide support to individuals to assist group dynamics.
<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. • Support, as appropriate, the re-engagement and maintenance of family and carer relationships. • Support the clients, families and carers to connect or reconnect with the local community and service providers. • Support clients, families and carers with pathways to build community connections and social confidence.
<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.



	<ul style="list-style-type: none"> • 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.
Other duties	<ul style="list-style-type: none"> • Completing handover at the end of the shift and general upkeep of communal areas. • 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.
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, Disability, Social Welfare, Housing, Healthcare 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.

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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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