Community Mental Health Practitioner

Our vision: *People and communities have strong mental health and wellbeing.*
Our purpose: *Partnering with consumers and carers to deliver mental health and wellbeing services that enhance quality of life.*
Our values: *Hope, Creativity and innovation, Consumer focus, Making a difference, Integrity.*

Position Information

Purpose	The Community Mental Health Practitioner (CMHP) provides wellbeing services as part of the Locals to consumers, families, carers and supporters in line with Mind's Model of Recovery Oriented Practice, My Better Life model and organisational values for people with mental health and/or alcohol and other drugs challenges. The CMHP delivers one-to-one individualised support, intake and assessment, outreach support, service navigation and care coordination. Community Mental Health Practitioners play an integral role in working collaboratively with consumers to achieve their wellbeing and recovery goals through telehealth, one-to-one support, and group work facilitation to enhance recovery, personal growth and activities of daily living.
Position reports to	Team Leader (Lived Expertise)
Mind classification level	SCHADS Level 3
Stream	Victoria Operations
About the service	The Adult and Older Adult Mental Health and Wellbeing services, otherwise known as "Locals", are a key recommendation from Victoria's Royal Commission into the mental health service system. As such, the Locals are a key feature of current system transformation. The Locals will act as a front door to the mental health service system and will provide a continuum of care and support including clinical interventions, wellbeing supports, peer support, and therapeutic support through an integrated mental health and alcohol and other drug framework approach. The Locals have been implemented previously through two separate Tranches. This current round is Tranche Three which will operate on a Hub

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.

	and Spoke model. The new Tranche Three Local is the Spoke while an existing Mind-led Local from Tranche Two will act as the Hub. The hub will support the Spoke in a number of different ways. The Spoke delivers the same service offerings as the Hub. Mind Australia is the lead agency in partnership with Area Mental Health Services in the region. Our shared vision is a Local that delivers integrated support that puts the person accessing the service at the very centre of their treatment, support and care using a range of evidence informed approaches. The consortium is committed to embedding lived and living experience and expertise within all aspects of the service including program design and evaluation, leadership, service delivery and governance.
Position description effective date	September 2025
Responsibilities	
Provide direct support to individual consumers	• Work with consumers accessing the Local to get the support, care and treatment that is important to them through a staged approach to recovery that maintains people's human rights and dignity through: - Engagement with an attitude of "how can we help". - Welcoming people when they access the Local and walking alongside them through the intake and assessment process - 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 consumers with actioning their recovery plan in a range of areas including: - Understanding and managing consumer's own mental health and/or AOD challenges. - Developing daily living skills and capacity for self-care. - 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 consumers using techniques including: - Brief intervention.

	- Motivational interviewing and coaching. - Family inclusive practice. - Trauma informed practice. - Conflict resolution. - Behaviour support for dual diagnosis.
Undertake group work	• Plan and develop group work programs that will assist consumers 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.
Provide support to families and carers	• Support family and carer roles through understanding their concerns and the provision of information, education and referrals, especially to Mental Health and Wellbeing Connect centres. • 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.
Work with local service providers	• Engage with consumers 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 consumers that facilitate them living the life of their choosing in their own community. • Collaborate with others in the consumer's life including family, carers, mainstream support and other service providers chosen by the consumer to deliver elements of their plans.
Work with clinical partners	• Work within a multidisciplinary team: - Supporting recovery-oriented practice. - Supporting clinical interventions. - Actively participating in team, case and handover meetings. - Enhancing collaboration between team members.
Other duties	• 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. • Other duties as directed.

Professional development	• Undertake relevant training and professional development, including regular supervision, appropriate to the primary work of the service and Mind. • Participate in reflective practice.
Accountability	• 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	• Contribute actively to the maintenance of a safe workplace. • Ensure all safety issues are reported and addressed as they arise.
Lived experience	• Contribute to a workplace that values lived experience and the inclusion of consumers, carers and families in the work we do.
Cultural safety	• 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	• Tertiary qualifications (minimum Certificate IV) in Mental Health, Psychology, Social Work, Occupational Therapy, Community Services or other professional field as designated by Mind.
Knowledge, skills and experience required	• Experience and expertise in working directly with people with mental health issues, AOD challenges, complex needs and with their families and carers. • Experience of providing empathic 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 welcome people when they access the Local and undertake intake and assessment functions in a manner that maintains people's dignity and human rights. • Ability to co-design, co-produce and co-facilitate groups and education support. • Excellent interpersonal and communication skills with the ability to consult, negotiate and influence peers, stakeholders and government agencies with diplomacy to achieve effective outcomes. • Ability to work both autonomously and collaboratively showing initiative and flexibility to follow through on commitments. • A lived experience of mental ill health and recovery or experience caring for a person with mental ill health is desirable.
Other	• Right to work in Australia. • Current NDIS Worker Screening Check Clearance. • Working with Children Check or equivalent (Blue Card - QLD). • Current valid Australian driver's licence. • Preparedness to work across different services and/or locations as required and directed.