Community Mental Health Practitioner

Our vision: *Humanity and community shape mental health, so people can live the life they choose.*
Our purpose: *To walk alongside you, inspiring possibility.*
Our values: *With people and community first, we lead with integrity, uphold respect for all, inspire possibility and co-create to shape change together.*

Position Information

Purpose	The Community Mental Health Practitioner (CMHP) provides 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. The CMHP delivers personalised support services and recovery-oriented care to people living with mental ill health in the community. Community Mental Health Practitioners play an integral role in working collaboratively with clients to achieve their recovery goals through one-to-one support, shared supports, workshops and group work facilitation to enhance recovery, personal growth and activities of daily living.
Position reports to	Service Manager
Mind classification level	SCHADS Level 3
Stream	Victoria Operations
About the service	The Youth Prevention and Recovery Care service (YPARC) is a ten-bed residential service providing services to youth aged between 16 – 25 years. The service works within a recovery focused and clinical treatment framework, using the partnership expertise of both Mind Australia and the Health Service. The service is designed as a 'step up, step down' program for people with mental illness who require individualised treatment and support entering either directly from the community or as a transition from acute inpatient care.
Position description effective date	February 2026
Responsibilities	
Provide direct support to individual clients	• Work with clients to return to a place of residence and a meaningful life supporting them through a staged approach to recovery:

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.

	- 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: - 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: - 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 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.
Provide support to families and carers	• 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.
Work with local service providers	• 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.
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.
Housekeeping	• Contribute to the day to day operations of the residential service through undertaking a range of housekeeping duties including: - Preparing rooms for new residents, washing linen, food shopping and meal preparation and maintaining office spaces in a clean and hygienic state. - Ensuring all communal areas are home-like and welcoming at all times. - Support residents with developing a routine with daily living skills through role modelling.
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. • Contribute to service delivery improvements. • 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, Peer Work, Psychology, Social Work, Occupational Therapy or other health related field as designated by Mind.
Knowledge, skills and experience required	• Proven experience in Community Services, Mental Health, Disability, Social Welfare, Housing or Healthcare or Government sectors is required. • 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. • Demonstrated ability to plan and prioritise to meet customer service delivery requirements. • Excellent customer service skills. • 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. • 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.
Other	• Right to work in Australia. • Current valid driver's licence.

	• Current NDIS Worker Screening Check Clearance. • Working with Children Check or equivalent (Blue Card - QLD). • Able to obtain and provide evidence of vaccinations against COVID-19. • Able to obtain CPR and First Aid certifications. • Able and willing to work a 24/7 rotating roster including sleepovers and weekends. • Preparedness to work across different services and/or locations as required and directed.