

## Group Facilitator

**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

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| <p><b>Purpose</b></p>                   | <p>The Group Facilitator utilises lived experience of mental ill health and recovery to co-design, develop, facilitate and deliver a range of groups, specialist groups and education supports including recreation and social groups, skill development, recovery focused and personal development courses aligned with the Mind Recovery College model. The Group Facilitator will provide individual follow up to those who are referred to the group who may need additional support to attend and those attending groups who have learning plans and/ or particular needs. The Group Facilitator will provide services to clients, families and carers in line with Mind’s Model of Recovery Oriented Practice, My Better Life model and organisational values for people with a psychosocial disability. This role may also hold a small caseload as part of their duties.</p> <p>Peer support is an important part of Mind’s approach to recovery. The Peer Practitioner works as part of a multidisciplinary team with lived experience of mental ill health and recovery being the unique specialist lens that they bring.</p> <p>The Mind Recovery College provides a safe, welcoming and supportive environment to enable clients to develop strong relationships and social connections with staff, other clients and the community. The group programs offer support to achieve rehabilitation goals, develop interpersonal relationships and social skills, encourage participation in recreational activities, build capacity and daily living skills, and psychosocial groups focusing on community integration, financial management and housing support.</p> |
| <p><b>Position reports to</b></p>       | <p>Service Manager</p>   |
| <p><b>Mind classification level</b></p> | <p>SCHADS Level 3</p>  |
| <p><b>Stream</b></p>                    | <p>Victoria Operations</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.



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| <p><b>About the service</b></p>                   | <p>The Early Intervention Psychological Support Response Service (EIPSRS) provides a person-centered approach to recovery which is tailored to meet the needs of those living with mental health challenges in the community. EIPSRS services is an individualised, tiered complexity program of recovery support of up to 12 months delivered to clients between the ages of 16 and 65 years with the level of engagement determined by their needs.</p> <p>The EIPSRS services are a mix of individual, one-on-one outreach support in the community along with group work or just one-on-one support or group work. The group programs are designed to assist clients through social, wellness and therapy groups with a focus on supporting people to achieve their better life goals and enhance recovery, build daily living skills, maintain sustainable housing, improve relationships with families and carers, develop social and community connections, learn and explore ideas for personal growth, build capacity and resilience, and live independently and safely in the community.</p> |
| <p><b>Position description effective date</b></p> | <p>June 2022</p>   |
| <p><b>Responsibilities</b></p>                    |  |
| <p><b>Peer work</b></p>                           | <ul style="list-style-type: none"> <li>• Willingness to utilise your own lived experience of mental ill health and recovery and/or caring to inform your work and the work of the team.</li> <li>• Disclose your lived experience in an appropriate and purposeful manner to support, empower, bring hope and support the recovery of clients.</li> <li>• Draw on Mind’s Peer Work Framework and Model of Peer Work to guide your work.</li> <li>• Draw on the broader lived experience knowledgebase to inform your practice.</li> <li>• Support the team to understand and deliver services that are consistent with recovery oriented practice from a peer/lived experience perspective.</li> <li>• Undertake lived experience related projects and adopt peer work portfolios as required.</li> <li>• Spearhead co-design and coproduction in all aspects of the service including program evaluation, planning, decision making and service design.</li> </ul>  |
| <p><b>Plan and deliver group work</b></p>         | <ul style="list-style-type: none"> <li>• In collaboration with the Lead Group Facilitator, Service Manager and other Group Facilitators co-design, facilitate and deliver a range of groups that encourage positive engagement in group activity. These groups may have a social, fun and recreation aspect in order to</li> </ul>   |



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|                                    | <p>encourage attendance and familiarise the clients with a group process.</p> <ul style="list-style-type: none"> <li>• In partnership with the Lead Group Facilitator and Service Manager, and supported by Mind Recovery College (MRC), implement the Mind Recovery College evidence based group program that will attract a strong client base.</li> <li>• Deliver and facilitate the MRC group program that will assist clients to build their skills, focus on their recovery, develop social connections and access their community.</li> <li>• Plan and develop groups for families and carers including respite.</li> <li>• Facilitate appropriate group activities within the community that have been identified as important to clients.</li> <li>• Work in partnership with the Lead Group Facilitator, Service Manager and MRC to ensure mutual thinking in the co-design and delivery of service to optimise attendance and resourcing.</li> <li>• Ensure that the co-design of the group program follows the Mind Recovery College guidelines.</li> <li>• Conduct inductions with clients as students to prepare them for group/course attendance.</li> <li>• Collect group evaluation data and prepare evaluation reports to inform a continuous improvement approach and business development.</li> <li>• Ensure that group activities are mapped to the client's Better Life goal and group plan.</li> <li>• Take a proactive approach in promoting MRC in order to ensure that clients and stakeholders are aware of available activities.</li> <li>• Work with your colleagues to develop a timetable and prospectus of groups and courses to attract and retain clients.</li> <li>• Ensure all activities have an environmental risk assessment completed as set out in the Mind Guidelines.</li> <li>• Ensure clients undertaking activities are able to participate in groups as per their risk assessment plan.</li> <li>• Support a small case load as required.</li> </ul> |
| <p><b>Undertake group work</b></p> | <ul style="list-style-type: none"> <li>• 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.</li> <li>• Deliver group work programs as the facilitator based on peer values and principles.</li> <li>• Support clients to learn new skills, develop personally and/or work towards recovery goals.</li> <li>• Support and mentor clients to achieve a range of skills that are recovery focused and provide personal development towards goals.</li> </ul>   |



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|   | <ul style="list-style-type: none"> <li>• Support and assist clients to explore and choose recreational activities.</li> <li>• Support clients to achieve their goals as part of living a better life.</li> <li>• Engage and support clients to co-produce and co-facilitate groups/events.</li> <li>• Evaluate and review group work programs.</li> <li>• Support and work with family, carers and other providers.</li> </ul>  |
| <b>Provide support to families and carers</b> | <ul style="list-style-type: none"> <li>• Support family and carer roles through understanding their concerns and the provision of information, education and referrals.</li> <li>• Facilitate, as appropriate, the re-engagement and maintenance of family and carer relationships.</li> <li>• Work with families and carers at the time of transition back to community.</li> </ul>  |
| <b>Work with local service providers</b>      | <ul style="list-style-type: none"> <li>• 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.</li> <li>• 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.</li> <li>• 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.</li> </ul> |
| <b>Work with clinical partners</b>            | <ul style="list-style-type: none"> <li>• Work within a multidisciplinary team: <ul style="list-style-type: none"> <li>- Supporting recovery oriented practice.</li> <li>- Supporting clinical interventions.</li> <li>- Actively participating in team, case and handover meetings.</li> <li>- Enhancing collaboration between team members.</li> </ul> </li> </ul>   |
| <b>Stakeholder management</b>                 | <ul style="list-style-type: none"> <li>• Engage in productive working relationships that add value to service delivery.</li> <li>• Work with external and internal stakeholders, agencies, educational institutions, service providers, families and carers and the community to provide best possible experience for clients.</li> <li>• Attend internal and external meetings, networks and working groups as appropriate.</li> </ul>   |
| <b>Other duties</b>                           | <ul style="list-style-type: none"> <li>• Document all activities using Mind's ICT system and processes.</li> <li>• Actively participate, contributing to the team and wider organisational initiatives.</li> <li>• Take personal responsibility for the quality and safety of work undertaken.</li> <li>• Contribute to service delivery improvements.</li> </ul>   |



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|   | <ul style="list-style-type: none"> <li>• Other duties as directed.</li> </ul>  |
| <b>Other duties</b>                           | <ul style="list-style-type: none"> <li>• Document all activities using Mind’s ICT system and processes.</li> <li>• Actively participate, contributing to the team and wider organisational initiatives.</li> <li>• Build an understanding and awareness of risks particular to working in the community including the client’s own home and respond as appropriate.</li> <li>• Take personal responsibility for the quality and safety of work undertaken.</li> <li>• Contribute to service delivery improvements.</li> <li>• Other duties as directed.</li> </ul> |
| <b>Accountability</b>                         | <ul style="list-style-type: none"> <li>• Conduct yourself in accordance with the Mind Code of Conduct and Mind policies and procedures which may change from time to time.</li> <li>• 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.</li> </ul>   |
| <b>Workplace health, safety and wellbeing</b> | <ul style="list-style-type: none"> <li>• Contribute actively to the maintenance of a safe workplace.</li> <li>• Ensure all safety issues are reported and addressed as they arise.</li> </ul>  |
| <b>Lived experience</b>                       | <ul style="list-style-type: none"> <li>• Contribute to a workplace that values lived experience and the inclusion of consumers, carers and families in the work we do.</li> </ul>  |
| <b>Cultural safety</b>                        | <ul style="list-style-type: none"> <li>• 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.</li> </ul>  |



| Position Requirements                            |  |
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| <b>Qualifications required</b>                   | <ul style="list-style-type: none"> <li>• Tertiary qualifications (minimum Certificate IV) in Mental Health, Peer Work, Psychology, Social Work, Occupational Therapy or other health related field as designated by Mind.</li> <li>• Tertiary qualification (minimum Certificate IV) in Employment, Vocational Training or Pre-employment Education &amp; Training Services is highly desirable.</li> </ul>  |
| <b>Knowledge, skills and experience required</b> | <ul style="list-style-type: none"> <li>• Proven experience in Community Services, Mental Health, Disability, Social Welfare, Housing, Healthcare or Government sectors is required.</li> <li>• Experience and expertise in working directly with people with mental health issues, complex needs and with their families and carers.</li> <li>• Significant demonstrated experience in facilitation and delivery of group work, education and training, and learning activities.</li> <li>• Awareness and understanding of the NDIS is desirable.</li> <li>• Demonstrated understanding of available community services, networks and supports.</li> <li>• Utilise your own lived experience of mental ill health and recovery to inform your work and the work of the team is required.</li> <li>• Disclose your lived experience in an appropriate and purposeful manner to support, empower, bring hope and support the recovery of clients.</li> <li>• Draw on Mind's Peer Work Framework and Model of Peer Work to guide your work.</li> <li>• Draw on the broader lived experience knowledgebase to inform your practice.</li> <li>• Support the team to understand and deliver services that are consistent with recovery oriented practice from a peer/lived experience perspective.</li> <li>• Undertake lived experience related projects and adopt peer work portfolios as required.</li> <li>• Experience providing person-centred active supports.</li> <li>• Experience in assessing need and working collaboratively to plan goal focused recovery using evidence informed approaches and tools.</li> <li>• Demonstrated knowledge and experience in the application of theoretical approaches, practices and appropriate service responses including coaching methodology, family inclusive practice, trauma informed theory, cognitive behavioral therapy, motivational interviewing and harm reduction therapy.</li> <li>• Spearhead co-design and coproduction in all aspects of the service including program evaluation, planning, decision making and service design.</li> </ul> |

To learn more about Mind visit [mindaustralia.org.au](http://mindaustralia.org.au)



You can also watch our Great Minds series of videos by visiting [www.youtube.com/mindaustralia](http://www.youtube.com/mindaustralia)

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|                     | <ul style="list-style-type: none"> <li>• Demonstrated ability to plan and prioritise to meet customer service delivery requirements.</li> <li>• Excellent customer service skills.</li> <li>• Skills and experience in advocacy, collaboration, facilitation, evaluation and problem solving.</li> <li>• High level organisational skills with demonstrated ability to prioritise, manage multiple complex tasks concurrently, work under pressure and meet deadlines.</li> <li>• Ability to work both autonomously and collaboratively showing initiative and flexibility.</li> <li>• Demonstrated experience in documenting client notes, reporting and working with a variety of electronic systems.</li> </ul> |
| <p><b>Other</b></p> | <ul style="list-style-type: none"> <li>• Right to work in Australia.</li> <li>• Current valid driver's licence.</li> <li>• Current NDIS Worker Screening Check Clearance.</li> <li>• Working with Children Check or equivalent (Blue Card - QLD).</li> <li>• Able to obtain and provide evidence of vaccinations against COVID-19.</li> <li>• Able and willing to travel across a designated region to fulfil the duties of the position.</li> </ul>   |

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