

## Community Mental Health Practitioner - Complex Care Practitioner

**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.*

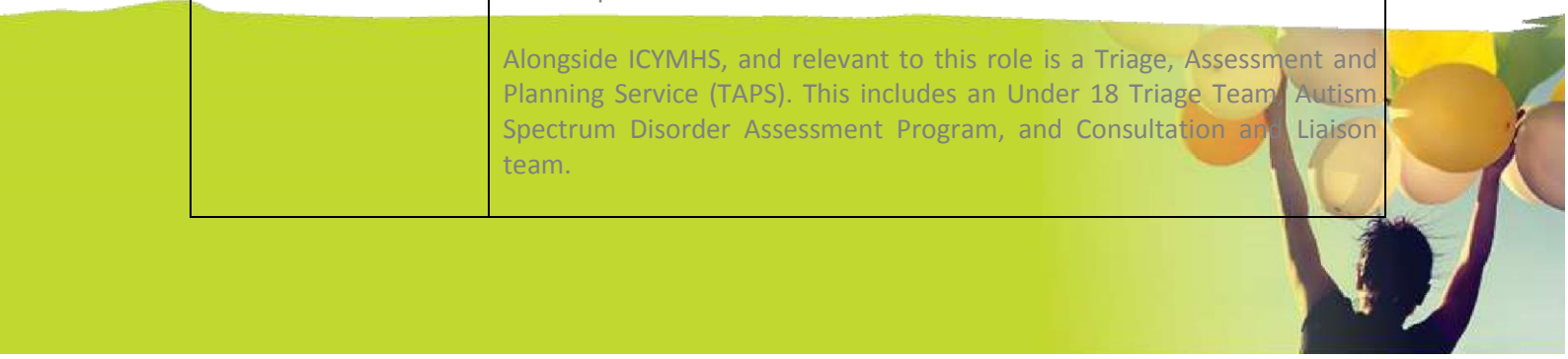
**Our values:** *Hope, Creativity and innovation, Client focus, Making a difference, Integrity.*

### Position Information

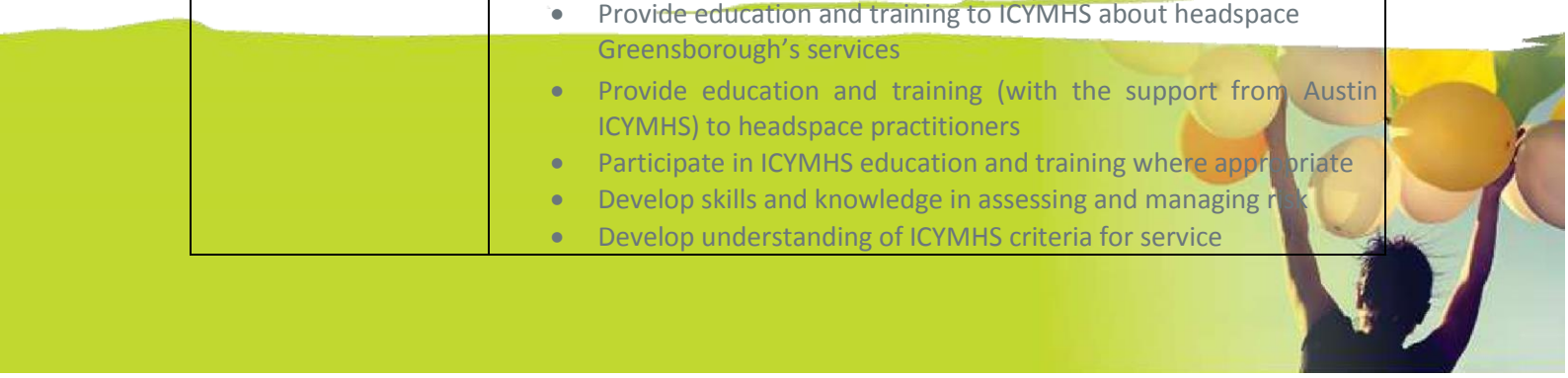
<p><b>Purpose</b></p>	<p>Young people presenting to headspace sometimes require high intensity mental health support. To provide this, headspace practitioners require access to additional advice and expertise from tertiary mental health services and the ability to transition young people to more intensive support.</p> <p>Stronger links between headspace and clinical services in the area, Austin Infant Child Youth Mental Health Service, will enable smoother transitions for young people to be stepped up or down based on their support needs. It will also enable the workforce to leverage knowledge and expertise across the service system. Previously servicing under 18s, Austin ICYMHS is expanding to deliver services to 18–25-year-olds, providing an opportunity to work more closely with headspace services.</p> <p>Through learning and leadership, this position will focus on building relationships between headspace and Austin ICYMHS, enhancing systems linkages, to enable optimal support for young people presenting with high intensity support needs.</p>
<p><b>Position reports to</b></p>	<p>Team Leader</p>
<p><b>Mind classification level</b></p>	<p>SCHADS Level 5</p>
<p><b>Stream</b></p>	<p>Victoria Operations</p>



<p><b>About the service</b></p>	<p>headspace Greensborough is part of Victoria Operations Service Stream for Mind Australia. The headspace service, delivered in partnership with the Australian Federal Government and National Youth Mental Health Foundation, provides early intervention mental health services to 12–25-year-olds in youth friendly spaces in the Greensborough, Plenty Valley and Box Hill areas. The intention of headspace is to improve access to mental health and support services to ensure better care co-ordination by increasing community capacity to identify young people with mental ill health earlier, encouraging young people and their families and carers to seek help, and providing evidence-based high-quality services by well-trained professionals. Services are delivered in line with Mind’s Model of Recovery Oriented Practice, My Better Life model and organisational values for people with a psychosocial disability.</p> <p>Young people are supported at a crucial time in their lives to help get back on track and strengthen ability to manage mental health, physical and sexual health concerns, alcohol and other drug (AOD) issues, and vocational and educational goals with access to vital support through in person services at headspace centres, online and phone counselling services, work and study services, parent and carer events, and representation in schools. headspace aims to connect individuals to culture and community, reduce stigma, provide safety to seek help and access suitable supports, maintain a healthy lifestyle and remain engaged in their communities.</p>
<p><b>About ICYMHS</b></p>	<p>Austin Infant Child &amp; Youth Mental Health Service (ICYMHS) provides tertiary mental health services to the north-eastern catchment of Melbourne (currently the local government areas of Banyule, Boroondara, Darebin, Nillumbik, Whittlesea, and Yarra). Young people eligible for the service are predominantly aged 0-18 years with only several teams currently available for those aged up to 25 years. It is an exciting time for Austin as the ICYMHS directorate will be expanding in response to the recommendations from the Victorian Royal Commission into Victoria’s Mental Health Services (2021) to deliver all ICYMHS service for 0–25-year-olds.</p> <p>ICYMHS currently have two inpatient units (a child and an adolescent one), with future projects for residential programs - YPARC and Child and Family Centre. There are outpatient community teams and a number of specialist youth outreach teams. There are also several specialist roles such as Senior Clinician (Child Specialist), Carer Consultant and the Mental Health and Wellbeing Network Coordinators. There is an anticipated expansion of the Lived Experience Workforce to be embedded with the ICYMHS directorate.</p> <p>Alongside ICYMHS, and relevant to this role is a Triage, Assessment and Planning Service (TAPS). This includes an Under 18 Triage Team, Autism Spectrum Disorder Assessment Program, and Consultation and Liaison team.</p>



<b>Position description effective date</b>	September 2023
<b>Responsibilities</b>	
<b>Collaboration Building</b>	<ul style="list-style-type: none"> <li>• Identify the services provided by Austin ICYMHS and headspace to clarify support pathways for young people</li> <li>• Identify and facilitate opportunities between Austin ICYMHS and headspace practitioners to continue to improve service structures, pathways and collaborative ways of working</li> <li>• Build working relationships between Austin ICYMHS programs and headspace</li> <li>• Support referrals to ICYMHS Triage and ensuring a safe and thorough transition between headspace Greensborough and Austin Health ICYMHS occurs.</li> <li>• Support Austin ICYMHS in developing understanding of headspace service offerings</li> <li>• Develop processes that enable secondary consultations and information sharing between headspace and Austin ICYMHS</li> <li>• Work collaboratively with practitioners, clinicians and young people to conduct assessments, safety planning, coordinate care, provide appropriate supports and referrals.</li> <li>• Identify and develop opportunities to provide shared support between headspace and Austin ICYMHS to young people where appropriate</li> <li>• Work closely with leaders across headspace and Austin ICYMHS to feedback key learnings and develop responses where new initiatives/ways of working are required</li> <li>• Develop written processes and structures that enhance partnership agreements with ICYMHS programs</li> </ul>
<b>Learning about tertiary mental health services</b>	<ul style="list-style-type: none"> <li>• Participate in ICYMHS clinical reviews, triage and service delivery</li> <li>• Build knowledge and skills to understand Austin ICYMHS service offering and ways of working</li> </ul>
<b>Build Capability</b>	<ul style="list-style-type: none"> <li>• Develop knowledge and skills in clinical assessment, formulation, treatment and support with young people who have high intensity service needs</li> <li>• Provide primary consultations with headspace practitioners to support assessment and treatment planning</li> <li>• Provide secondary consultation to headspace practitioners</li> <li>• Provide education and training to ICYMHS about headspace Greensborough's services</li> <li>• Provide education and training (with the support from Austin ICYMHS) to headspace practitioners</li> <li>• Participate in ICYMHS education and training where appropriate</li> <li>• Develop skills and knowledge in assessing and managing risk</li> <li>• Develop understanding of ICYMHS criteria for service</li> </ul>



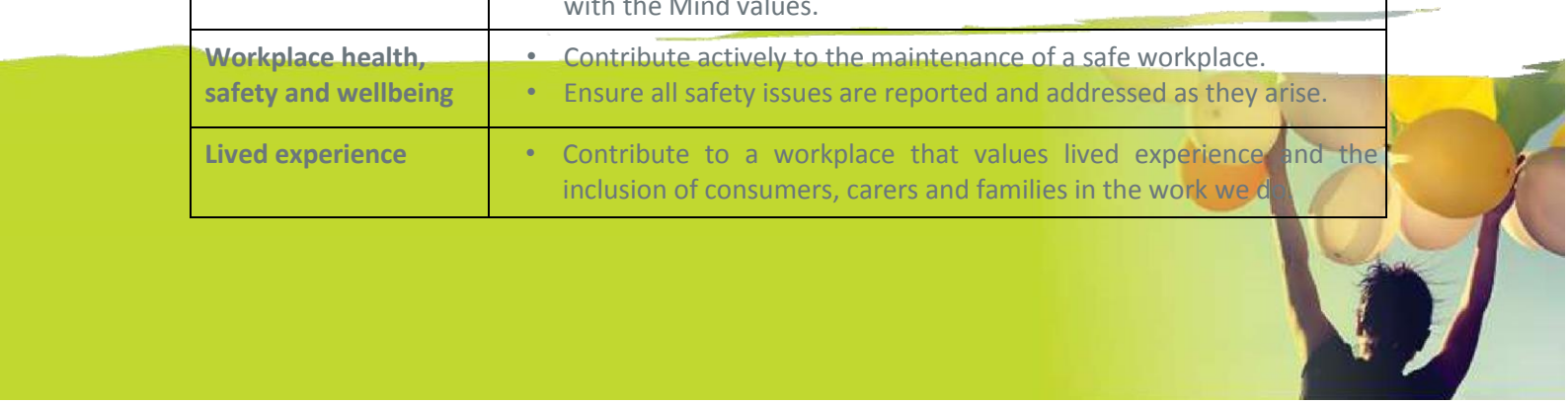
	<ul style="list-style-type: none"> <li>• Participate in headspace allocation meetings, clinical reviews and case discussions</li> </ul>
<b>Work with clinical partners</b>	<ul style="list-style-type: none"> <li>• Work closely with clinical teams at Austin ICYMHS to focus practice.</li> <li>• Conduct primary and secondary consultations with ICYMHS.</li> <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> <li>- Participate in joint referral assessment with clinical staff.</li> <li>- Assist with referrals to and from ICYMHS and back to headspace Greensborough.</li> <li>- Coordinate and facilitate meetings between ICYMHS and headspace Greensborough.</li> <li>- Work between both sites when required.</li> </ul> </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> <li>• Facilitate community appointments designed to support discharge planning wherever possible.</li> <li>• Support the maintenance and development of community networks, service providers and formal connections.</li> </ul>
<b>Service delivery improvement</b>	<ul style="list-style-type: none"> <li>• Contribute to evaluation of the effectiveness of services in consultation with clients and their support networks.</li> <li>• Ensure all performance targets as set by Mind and headspace are met and utilise performance reports to provide advice to the Service Manager to enable effective planning and service reviews.</li> <li>• Participate in performance appraisals, feedback and ongoing professional development.</li> <li>• Promote systemic change by identifying opportunities for service system improvement from individual client work and strengthening</li> </ul>



<p><b>Provide support coordination services</b></p>	<ul style="list-style-type: none"> <li>• Ensure all supports and decisions are agreed to via a youth focussed model of shared care.</li> <li>• Make linkages, build relationships and referral pathways with service providers, clinical partners, government agencies and healthcare providers to facilitate clients living the life of their choosing within the community.</li> <li>• Engage with client’s GP, psychiatrist, clinical partners, service providers, government agencies and other health care providers.</li> <li>• Process incoming referrals for headspace services and facilitate initial appointment booking and scheduling.</li> <li>• Schedule client appointments, send out appointment emails and service information to new clients, provide appointment reminders and manage rescheduling of appointments as required.</li> <li>• Community partnerships to encourage innovative and collective solutions.</li> <li>• Contribute to data collection, service mapping and gap analysis activity.</li> </ul>
<p><b>Team work</b></p>	<ul style="list-style-type: none"> <li>• Work collaboratively with the team as to ensure a co-ordinated and integrated response to the client’s recovery goals.</li> <li>• Ensure team have a shared understanding of the client’s individual recovery plan.</li> <li>• Coach and mentor the team in an area of specialty as required.</li> <li>• 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.</li> <li>• Engage with leaders across other services within Mind to build local pathways to support service access.</li> </ul>



<p><b>Stakeholder management</b></p>	<ul style="list-style-type: none"> <li>• Work collaboratively with internal stakeholders including the Executive Director Victoria Operations, General Managers, Service Managers and Team Leaders.</li> <li>• Build and maintain relationships with external stakeholders including headspace colleagues, opinion leaders, community groups, diverse communities, service providers, partners, government agencies, referral sources and other organisations relevant to the work.</li> <li>• Engage in productive working relationships that add value to service delivery.</li> <li>• Build a detailed understanding of the operational requirements.</li> <li>• Work collaboratively with all areas of the business to ensure the organisation's objectives are met.</li> <li>• Foster positive relationships and proactively work with all stakeholders to ensure advice is consistent and contemporary.</li> <li>• 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.</li> <li>• Understand the impact of external influences for the service, team and Mind.</li> <li>• Be a customer advocate, championing client needs and insights throughout the business.</li> </ul>
<p><b>Other duties</b></p>	<ul style="list-style-type: none"> <li>• Maintain up to date client records within HAPI, CIM and other data recording software as required.</li> <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> <li>• Other duties as directed.</li> </ul>
<p><b>Professional development</b></p>	<ul style="list-style-type: none"> <li>• Undertake relevant training and professional development, including regular supervision, appropriate to the primary work of the service and Mind.</li> <li>• Participate in reflective practice.</li> </ul>
<p><b>Accountability</b></p>	<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>
<p><b>Workplace health, safety and wellbeing</b></p>	<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>
<p><b>Lived experience</b></p>	<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>



**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	
<b>Qualifications required</b>	<ul style="list-style-type: none"> <li>• Tertiary qualifications, Psychology, Social Work, Occupational Therapy or other health related field as designated by Mind.</li> </ul>
<b>Knowledge, skills and experience required</b>	<ul style="list-style-type: none"> <li>• Proven experience in Youth Work, Community Services, Mental Health, Disability, Social Welfare, Housing, Healthcare or Government sectors is required.</li> <li>• Proven capability to coach, mentor and develop a team to achieve best quality service outcomes including experience in the provision of professional supervision.</li> <li>• A track record in successful relationship development, stakeholder management and strategic partnerships.</li> <li>• Demonstrated knowledge and experience in the application of theoretical approaches, practices and appropriate service responses including family inclusive practice, trauma informed theory, cognitive behavioural therapy, motivational interviewing and harm reduction therapy.</li> <li>• Skills and experience in advocacy, collaboration, facilitation, evaluation and problem solving.</li> <li>• Experience and expertise in working directly with young people with mental health issues, complex needs and with their families and carers.</li> <li>• Excellent interpersonal and communication skills with the ability to consult, negotiate and influence peers, stakeholders and government agencies with diplomacy to achieve effective outcomes.</li> <li>• Experience in assessing need and working collaboratively to plan goal focused recovery using evidence informed approaches and tools.</li> <li>• Demonstrated understanding of available community services, networks and supports.</li> <li>• Awareness and understanding of the NDIS is desirable.</li> <li>• An understanding of service development and design.</li> <li>• Demonstrated ability to plan and prioritise to meet customer service delivery requirements.</li> <li>• Excellent customer service skills.</li> <li>• High level organisational skills with demonstrated ability to prioritise, manage multiple complex tasks concurrently, work under pressure and meet deadlines.</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) Mind Australia Limited ABN 22 005 063 589





	<ul style="list-style-type: none"> <li>• Ability to work both autonomously and collaboratively showing initiative and flexibility.</li> <li>• Demonstrated experience in client notes, reporting and working with a variety of electronic systems.</li> <li>• A lived experience of mental ill health and recovery or experience caring for a person with mental ill health is desirable.</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Right to work in Australia.</li> <li>• Current valid Australian 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 COVID19.</li> <li>• Able and willing to work after-hours as required.</li> <li>• Preparedness to work across different services and/or locations as required and directed.</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) Mind  
 Australia Limited ABN 22 005 063 589

