

Community Mental Health Practitioner - Aboriginal & Torres Strait Islander

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 Community Mental Health Practitioner - Aboriginal & Torres Strait Islander 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 Community Mental Health Practitioner - Aboriginal & Torres Strait Islander delivers personalised support services and recovery-oriented care to people who identify as Aboriginal and/or Torres Strait Islander peoples living with mental ill health in the community. This role works closely with local Aboriginal health services and kinship groups to provide opportunities for clients to engage with the community and build or rebuild connection to culture, local communities and/or kinship groups in a place of their choosing.</p> <p>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.</p> <p>The Community Mental Health Practitioner - Aboriginal & Torres Strait Islander will support the implementation of the Reconciliation Action Plan (RAP) to enhance outcomes for Aboriginal and Torres Strait Islander peoples, promote services, build strong partnerships with the local Aboriginal Health Service, communities and elders, and facilitate cultural events. This role will also monitor the effectiveness of current cultural safe practice within the service and/or interventions and engage in advocacy and systems change where required.</p>
<p>Position reports to</p>	<p>Service Manager</p>
<p>Mind classification level</p>	<p>SCHADS Level 3</p>
<p>Stream</p>	<p>Sub-Acute Residential, Queensland</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>About the service</p>	<p>The Sub-Acute, short stay Step-Up Step-Down (SUSD) service, delivered in partnership with QLD hospital networks and the local health service, supports clients with psychosocial disability to transition from an acute hospital setting or prevents hospital admissions by providing extra support to those entering directly from the community. SUSD clients can access staff 24 hours a day whilst being supported to achieve their recovery goals, strengthen relationships with families and carers, develop social connections and community networks, build confidence and increase capacity to live safely in the community. The service provides personalised one-to-one support, shared supports, workshops and group activities based on client’s strengths and goals as identified in their individual recovery plan. The 3 different SUSD models are: Youth (16-21 years), Adult (25-65 years) and Extended Adult (25-65 years but a longer stay of up to 6 months).</p> <p>The Adult Step Up Step Down service (ASUSD) is a residential program providing short term, intensive treatment up to 28 days to clients aged between 25-65 years living with mental health. The service works within a recovery focused, clinical treatment framework in line with Mind’s Model of Recovery Oriented Practice and organisational values.</p>
<p>Position description effective date</p>	<p>August 2023</p>
<p>Responsibilities</p>	
<p>Provide direct support to individual clients</p>	<ul style="list-style-type: none"> • Work with clients to return to a place of residence and a meaningful life supporting them through a staged approach to recovery: <ul style="list-style-type: none"> - 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: <ul style="list-style-type: none"> - 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.



	<ul style="list-style-type: none"> • Purposefully engage with clients using techniques including: <ul style="list-style-type: none"> - Brief intervention. - Motivational interviewing and coaching. - Family inclusive practice. - Trauma informed practice. - Conflict resolution. - Behaviour support for dual diagnosis.
<p>Undertake group work</p>	<ul style="list-style-type: none"> • 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 based on peer values and principles. • Engage and support clients to co-produce and co-facilitate groups/events. • Evaluate and review group work programs. • Work collaboratively with team members to share insights and knowledge regarding effective ways to assist Aboriginal and Torres Strait Islander clients requiring intensive support.
<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, education and referrals. • Facilitate, as appropriate, the re-engagement and maintenance of family and carer relationships. • Assist clients to reconnect or connect with local Aboriginal and Torres Strait Islander communities and services recognising the health benefits of connection with country and community. • Build trust through strengths focused engagement including building relationships with local Aboriginal and Torres Strait Islander communities, kinship groups and elders. • Work with families and carers at the time of transition back to community.
<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. • 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.



<p>Work with clinical partners</p>	<ul style="list-style-type: none"> • Work within a multidisciplinary team: <ul style="list-style-type: none"> - Supporting recovery oriented practice. - Supporting clinical interventions. - Actively participating in team, case and handover meetings. - Enhancing collaboration between team members.
<p>Housekeeping</p>	<ul style="list-style-type: none"> • Contribute to the day to day operations of the residential service through undertaking a range of housekeeping duties including: <ul style="list-style-type: none"> - 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.
<p>Team work</p>	<ul style="list-style-type: none"> • Work collaboratively with the team as to ensure a co-ordinated and integrated response to the client’s recovery goals. • Work collaboratively with team members to share insights and knowledge regarding effective ways to assist Aboriginal and Torres Strait Islander clients requiring intensive support. • Ensure team have a shared understanding of the client’s individual recovery plan. • Provide the Service Manager with leadership and direction implementing the Reconciliation Action Plan (RAP) to support outcomes for Aboriginal and Torres Strait Islander clients. • Engage with leaders across other services within Mind to build local pathways to support service access.
<p>Stakeholder management</p>	<ul style="list-style-type: none"> • Work collaboratively with internal stakeholders including the Executive Director, General Managers, Service Managers and Team Leaders. • Build and maintain relationships with external stakeholders including partners, service providers, referral sources, government agencies, opinion leaders, community groups and leaders, and other organisations to promote the service, support opportunities for collaboration and improve service system responses to meeting the needs of clients. • Engage and build relationships with local Aboriginal & Torres Strait Islanders elders, kinship groups, communities, community groups and organisations to ensure they are aware of the establishment of the service on their land. • Engage in productive working relationships that add value to service delivery.



	<ul style="list-style-type: none"> • Foster positive relationships and proactively work with all stakeholders to ensure advice is consistent and contemporary. • 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. • Understand the impact of external influences for the service, team and Mind. • Be a customer advocate, championing client needs and insights throughout the business.
Other duties	<ul style="list-style-type: none"> • 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"> • 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	<ul style="list-style-type: none"> • Proven experience in Community Services, Mental Health, Disability, Social Welfare, Housing, Healthcare or Government sectors is required. • Experience and expertise in working directly with Aboriginal and Torres Strait Islander people with mental health issues, homelessness, 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. • Understanding of the link between Aboriginal and Torres Strait Islander people’s health outcomes, homelessness and mental health challenges. • Demonstrated understanding of the effects of colonisation, dispossession, racism, systemic disadvantage and forced removal from family and community. • Experience working with Aboriginal and/or Torres Strait Islander peoples in connecting and reconnecting with country, communities, elders and kinship groups. • Demonstrated capacity to effectively engage with Aboriginal and Torres Strait Islander communities, kinship groups and elders. • 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.

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	<ul style="list-style-type: none"> • 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.
<p>Other</p>	<ul style="list-style-type: none"> • Right to work in Australia. • Current valid Australian 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 provide a record of Vaccination Preventable Diseases or able to obtain vaccinations against Measles, Mumps, Rubella, Chicken Pox, Whooping Cough, Hepatitis B or other diseases as required by our Partnership with Queensland Health. • 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. • This position is open to Aboriginal and Torres Strait Islander applicants only, as Mind Australia considers that being Aboriginal or a Torres Strait Islander is a genuine occupational requirement for the position under special/equal opportunity measures section 7 of the Anti-Discrimination Act 1991 (QLD) for the purposes contained in Section 25 of that Act.

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