

Mental Health & Wellbeing Intern (Housing with Support)

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

Purpose	<p>The Mental Health & Wellbeing Intern (Intern) will provide support 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. The Intern will participate in a 12-month internship whilst undertaking study in the Certificate IV or Diploma of Mental Health. Interns will have the opportunity to develop knowledge, skills and confidence in a structured, supportive environment.</p> <p>The Intern will deliver personalised support services and work 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>
Position reports to	Program Lead
Mind classification level	SCHADS Level 2
Stream	Victoria Operations
About the service	<p>The Earn and Learn Internship program is part of the Victorian Government’s Mental Health and Wellbeing Workforce Strategy 2021-24 that outlines a strategic approach to deliver a diverse, skilled and multidisciplinary workforce required for a reformed mental health and wellbeing system. The Government has selected Mind Australia as a leading community services provider to offer employment opportunities in the community mental health services sector for Interns whilst they study a Certificate IV or Diploma of Mental Health.</p> <p>Following a recommendation from the Royal Commission into Victoria’s Mental Health System for a more diverse mental health workforce, the Mental Health and Wellbeing Internship positions pave the way for people</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>with a wide variety of skills, experience and backgrounds to begin their career journey in the community mental health services sector. The Earn and Learn Internship program aims to build a diverse, robust mental health and wellbeing workforce, deliver a new program for students, provide on the job training and learning, streamline a transition into the workforce and create future employment opportunities.</p> <p>The Housing with Support program is a residential rehabilitation service designed for people aged between 18-64 years living with severe and enduring psychosocial disability, some of whom may have dual disabilities, which has impacted their capacity to live independently in the community. Haven residences are designed as a 'home away from home' and typically staffed 24/7, funded by client's NDIS packages and offer a peer recovery community environment to encourage clients to share and support each other. The services operate in the context of the local community focused on supporting people to achieve their My Better Life goals with practice guided by Mind's Model of Recovery Oriented Practice, Supported Independent Living model, Dual Disability framework and organisational values.</p> <p>Working in collaboration with clients, families and carers Mind staff build high quality, tailored programs to suit individual needs and NDIS goal plans. Clients are supported individually and in a group setting to better understand and develop strategies to manage mental ill health, enhance personal and daily living skills, create meaningful social and community connections, strengthen relationships with families and friends, and build confidence and capacity to live independently.</p>
<p>Position description effective date</p>	<p>March 2024</p>
<p>Responsibilities</p>	
<p>Provide direct support to individual clients</p>	<ul style="list-style-type: none"> • Work with clients to achieve their goals set out in their NDIS plan, 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. - Strength identification and individual recovery plan development. - Role modelling activities of daily living skills and capacity development. - Engagement and maintenance of natural supports. - On-going self-management support. • Liaise with the Support Coordinator when transitioning clients to new services.



	<ul style="list-style-type: none"> • Assist clients with their individual recovery plan in a range of areas including: <ul style="list-style-type: none"> - Understanding and managing their safety and wellbeing on a daily basis. - Developing and supporting daily living skills, budgeting and self-care activities. - Supporting crisis and incident management. - Physical health and medication administration. - Personal care tasks where required. - Capacity building tasks including housekeeping, shopping, meal preparation and cooking, routine development, social skills development and support for medical appointments. • Work with clients to enable participation in the service delivery and design through co-design, co-production, feedback and consultation opportunities.
Undertake group work	<ul style="list-style-type: none"> • Deliver group work programs that will assist clients to build their skills, focus on their recovery and work towards transitioning back to their natural community. • Assist in the development or implementation of groups and events. • Assist in the evaluation and review of group work programs.
Provide support to families and carers	<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. • Work with families and carers at the time of transition back to community.
Work with local service providers	<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.
Work with clinical partners	<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.
Tenancy management	<ul style="list-style-type: none"> • Support residents with upcoming house inspections to ensure a high standard of cleanliness. • Liaise with property management provider.



	<ul style="list-style-type: none"> • Supporting residents with all aspects of maintaining their tenancy including: <ul style="list-style-type: none"> - Sign up, bond loan application, condition report and setting up rental payment. - Understanding their rights under the Residential Tenancies Act. • Support to create a positive and safe living environment by complying with house rules.
Housekeeping	<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.
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"> No minimum tertiary qualifications are required but evidence of enrolment in Certificate IV or Diploma of Mental Health is required. Commitment to completing Certificate IV or Diploma of Mental Health including fulfilling attendance and completing coursework requirements.
Knowledge, skills and experience required	<ul style="list-style-type: none"> Proven customer service skills. Demonstrated ability to plan and prioritise to meet customer service delivery requirements. Sound interpersonal and communication skills. 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 to follow through on commitments. Proven experience in Community Services, Mental Health, Disability, Social Welfare, Housing, Healthcare or Government sectors is desirable. Demonstrated skills in working directly with people with mental health issues, complex needs and with their families and carers is desirable. Demonstrated understanding of available community services, networks and supports is desirable. Awareness and understanding of the NDIS is desirable. Experience providing person-centred active supports is desirable. Experience in assessing need and working collaboratively to plan goal focused recovery using evidence informed approaches and tools is desirable. 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 is desirable. Ability to co-design, co-produce and co-facilitate groups and education support is desirable. Demonstrated experience in client notes, reporting and working with a variety of electronic systems is desirable. Skills and experience in advocacy, collaboration, facilitation, evaluation and problem solving is desirable. A lived experience of mental ill health and recovery or experience caring for a person with mental ill health is desirable.

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<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 obtain CPR certification. • Preparedness to work across different services and/or locations as required and directed. • Able to commit to work throughout the duration of the internship.
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