

Community Mental Health Practitioner - Lead Practitioner - Dual Diagnosis

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 Community Mental Health Practitioner - Lead Practitioner - Dual Diagnosis will mediate, advocate and work collaboratively with the team to enable the best outcomes for clients, families and carers in the area of dual diagnosis of mental ill health and alcohol and other drugs (AOD) issues. The Lead Practitioner will deliver care coordination, build confidence and capacity, support and strengthen community connections, identify and provide suitable services and resources, offer meaningful referrals to external providers and work closely with clinical partners and alcohol and other drug specialist services to ensure an integrated, individualised service response.</p> <p>The Community Mental Health Practitioner - Lead Practitioner - Dual Diagnosis will provide 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. This role provides mental health and AOD support to clients through intake, case management, suitable referrals and resources, and ensures staff are supported in their work.</p>
Position reports to	Service Manager
Mind classification level	SCHADS Level 5
Stream	Victoria Operations
About the service	<p>The Mental Health Integrated Complex Care (MHICC) service, funded by the South Eastern Melbourne Primary Health Network (SEMPHN), provides specialised outreach supports to clients with severe mental ill health and complex needs who will benefit from improved care coordination over an extended period of time between 6 to 12 months. The MHICC service supports people that are harder to reach or are underserved and cannot access similar supports under the National Disability Insurance Scheme (NDIS).</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>The core elements of MHICC are designed and structured to be highly flexible to enable service delivery to be tailored to meet the individual needs of clients. Services include clinical nursing services, care coordination and liaison with clinical and non-clinical service providers, family support and liaison, and improved access to psychiatry and psychological care. The service focuses on enabling, facilitating and coordinating delivery of care in line Mind's Model of Recovery Oriented Practice and organisational values.</p>
Position description effective date	October 2022
Responsibilities	
Provide direct support to individual clients	<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. • 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. • Provide direct specialised services beyond those of the Community Mental Health Practitioner.



<p>Provide psychosocial practice leadership</p>	<ul style="list-style-type: none"> • Aid in the development and implementation of the therapeutic group program and activities of the daily living program. • Work in partnership with the Team Leader and Service Manager and contribute to service planning and review. • Ensure cohesiveness in the design and delivery of services with the aim of optimising resources and improving service delivery. • Support coordination of clinical appointments and reviews within the planned program. • Actively contribute and foster the establishment and maintenance of constructive relationships within the team. • Provide training and upskilling to Community Mental Health Practitioners through the creation and facilitation of professional development workshops. • Co-facilitate new staff induction sessions as required. • Coach and mentor Community Mental Health Practitioners to provide quality support to clients with a dual diagnosis. • Provide leadership regarding practice development and dual diagnosis. • Create, facilitate, evaluate and review professional development training sessions which reflect the needs of the teams at a local level. • Facilitate reflective practice with teams as required. • Identify opportunities and implement strategies to continually enhance a learning culture within teams. • Contribute to a high performance team through engaging with staff, following direction and performance expectations. • Provide appropriate feedback and supervision to Mind employees. • Provide support to the Service Manager, Team Leader and team as required.
<p>Provide support to families and carers</p>	<ul style="list-style-type: none"> • Support family, existing support networks and significant others to assist client through treatment using family inclusive interventions. • Involve carers, family and friends as identified by the client in work to support their recovery. • 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.
<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.



	<ul style="list-style-type: none"> • 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. • Facilitate community appointments designed to support discharge planning wherever possible. • Support the maintenance and development of community and formal connections.
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. - Participate in joint referral assessment with clinical staff.
Team work	<ul style="list-style-type: none"> • Ensure the team have a shared understanding of the client's individual recovery plan. • Coach and mentor team in area of specialty. • Work collaboratively with the team as to ensure a co-ordinated and integrated response to the client's recovery goals.
Stakeholder management	<ul style="list-style-type: none"> • Maintain stakeholder relationships with referral sources and coordinate services within agency and with other community providers. • Liaise with other professionals and external agencies including attending case conferences, reviews and meetings as appropriate and to provide written reports as required.
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. • Tertiary qualifications (minimum Certificate IV) in Alcohol and Other Drugs (AOD) or other related field and/or willingness to obtain relevant qualifications.
Knowledge, skills and experience required	<ul style="list-style-type: none"> • 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, AOD 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. • An understanding of service development and design. • Demonstrated ability to plan and prioritise to meet customer service delivery requirements. • Excellent customer service skills. • Proven capability to coach, mentor and develop a team to achieve best quality service outcomes including experience in the provision of professional supervision. • A track record in successful relationship development, management and strategic partnerships. • Excellent interpersonal and communication skills with the ability to consult 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.
Other	<ul style="list-style-type: none"> • 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.

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