

Mental Health & Wellbeing Intern (Youth Residential Rehabilitation Service)

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 recovery-orientated care to people living with mental ill health in the community. The Intern will 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>
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>

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>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 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>Youth Residential Rehabilitation Service (YRRS) is a residential service that supports young people between the ages of 16-25 years who are recovering from a disability associated with a psychiatric condition. Working within a Mind’s Model of Recovery Oriented Practice, My Better Life model and organisational values the service provides up to 12 months stay in a safe, home-like therapeutic environment.</p> <p>The YRRS service provides young people intensive individual and group based support that promotes resilience, interpersonal skills, enhanced social connections, life skills, access to the community and a greater sense of being able to make sound decisions including healthy lifestyle choices. Clients benefit from sharing their experiences and recovery journeys with the other residents whilst growing their confidence and skills to live independently in the community. The service also delivers a day program for young people recovering from mental health challenges to develop life skills and support to remain in the community.</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 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.



	<ul style="list-style-type: none"> - 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.
<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. • Evaluate and review group work programs.
<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. • 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.
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 the Certificate IV or Diploma of Mental Health is required. • Commitment to completing the 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. • 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 internships.
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