

## Project Coordinator

**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

<b>Purpose</b>	<p>The Project Coordinator will develop, co-design and implement new services and initiatives including drop-in centres, group activities and learning, facilitated courses, and educational and vocational supports aligned with the Mind Recovery College (MRC) model to empower clients living with mental ill health in the community. The new initiatives will support clients to achieve their recovery and wellbeing goals, build confidence and capacity, develop valuable life skills, strengthen social and community connections, identify suitable support networks and resources, maintain safe sustainable housing, live independently and work closely with clinical partners to ensure an integrated, individualised service response.</p> <p>The Project Coordinator will provide services 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. This role will undertake direct client work and as such will hold a caseload as required.</p>
<b>Position reports to</b>	Service Manager
<b>Mind classification level</b>	SCHADS Level 4
<b>Stream</b>	Victoria Operations
<b>About the service</b>	<p>The Early Intervention Psychological Support Response Service (EIPRS) provides a person-centered approach to recovery which is tailored to meet the needs of those living with mental health challenges in the community. EIPRS services is an individualised, tiered complexity program of recovery support of up to 12 months delivered to clients between the ages of 16 and 65 years with the level of engagement determined by their needs.</p> <p>The EIPRS services are a mix of individual, one-on-one outreach support in the community along with group work or just one-on-one support or</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.



	group work. The group programs are designed to assist clients through social, wellness and therapy groups with a focus on supporting people to achieve their better life goals and enhance recovery, build daily living skills, maintain sustainable housing, improve relationships with families and carers, develop social and community connections, learn and explore ideas for personal growth, build capacity and resilience, and live independently and safely in the community.
<b>Position description effective date</b>	June 2022
<b>Responsibilities</b>	
<b>Plan and develop drop-in centres</b>	<ul style="list-style-type: none"> <li>• In collaboration with the Service Manager, Lead Practitioner and Group Facilitators develop and implement drop-in centres in the Albury Wodonga and Wangaratta regions.</li> <li>• Attend the drop-in centres and engage with clients to action recovery plans and encourage psychosocial growth and wellness.</li> <li>• Collaborate with participants to ensure the space is meeting psychosocial needs.</li> <li>• Actively promote use of the centres with clients, families and carers, external providers and referrers.</li> </ul>
<b>Plan and deliver group work</b>	<ul style="list-style-type: none"> <li>• In collaboration with the Group Facilitator, Service Manager and other Group Facilitators co-design, facilitate and deliver a range of groups that encourage positive engagement in group activity. These groups may have a social, fun and recreation aspect in order to encourage attendance and familiarise the clients with a group process.</li> <li>• In partnership with the Group Facilitator and Service Manager, and supported by Mind Recovery College (MRC), implement the Mind Recovery College evidence based group program that will attract a strong client base.</li> <li>• Deliver and facilitate the MRC group program that will assist clients to build their skills, focus on their recovery, develop social connections and access their community.</li> <li>• Plan and develop groups for families and carers.</li> <li>• Facilitate appropriate group activities within the community that have been identified as important to clients.</li> <li>• Work in partnership with the Group Facilitator, Service Manager and MRC to ensure mutual thinking in the co-design and delivery of service to optimise attendance and resourcing.</li> <li>• Ensure that the co-design of the group program follows the Mind Recovery College guidelines.</li> </ul>



	<ul style="list-style-type: none"> <li>• Conduct inductions with clients as students to prepare them for group/course attendance.</li> <li>• Collect group evaluation data and prepare evaluation reports to inform a continuous improvement approach and business development.</li> <li>• Ensure that group activities are mapped to the client's Better Life goal and group plan.</li> <li>• Take a proactive approach in promoting MRC in order to ensure that clients and stakeholders are aware of available activities.</li> <li>• Work with your colleagues to develop a timetable and prospectus of groups and courses to attract and retain clients.</li> <li>• Ensure all activities have an environmental risk assessment completed as set out in the Mind Guidelines.</li> <li>• Ensure clients undertaking activities are able to participate in groups as per their risk assessment plan.</li> <li>• Support a small case load as required.</li> </ul>
<b>Undertake group work</b>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Work with the Service Manager and Lead Practitioner to support clients who wish to begin their own groups.</li> <li>• Support clients as they design their programs and begin implementation.</li> <li>• Support clients to learn new skills, develop personally and/or work towards recovery goals.</li> <li>• Support and mentor clients to achieve a range of skills that are recovery focused and provide personal development towards goals.</li> <li>• Support and assist clients to explore and choose recreational activities.</li> <li>• Support clients to achieve their goals as part of living a better life.</li> <li>• Engage and support clients to co-produce and co-facilitate groups/events.</li> <li>• Evaluate and review group work programs.</li> <li>• Support and work with family, carers and other providers.</li> <li>• Work with external and internal stakeholders to provide best experience for clients.</li> </ul>
<b>Provide support to families and carers</b>	<ul style="list-style-type: none"> <li>• Support family and carer roles through understanding their concerns and the provision of information, education and referrals.</li> <li>• Facilitate, as appropriate, the re-engagement and maintenance of family and carer relationships.</li> <li>• Work with families and carers at the time of transition back to community.</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> </ul>
<b>Work with clinical partners</b>	<ul style="list-style-type: none"> <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> </ul> </li> </ul>
<b>Team work</b>	<ul style="list-style-type: none"> <li>• Ensure team have a shared understanding of the client's individual recovery plan.</li> <li>• Work collaboratively with the team as to ensure a co-ordinated and integrated response to the client's recovery goals.</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.</li> </ul>
<b>Stakeholder management</b>	<ul style="list-style-type: none"> <li>• Maintain stakeholder relationships with referral sources and coordinate services within agency and with other community providers.</li> <li>• Engage with stakeholders and partner agencies to promote the service and improve service system responses to meeting the needs of clients.</li> <li>• Liaise with other professionals and external agencies including attending case conferences, reviews and meetings as appropriate and to provide written reports as required.</li> </ul>
<b>Other duties</b>	<ul style="list-style-type: none"> <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>• Build an understanding and awareness of risks particular to working in the community including the client's own home and respond as appropriate.</li> <li>• Take personal responsibility for the quality and safety of work undertaken.</li> <li>• Contribute to service delivery improvements.</li> </ul>



	<ul style="list-style-type: none"> <li>• Other duties as directed.</li> </ul>
<b>Professional development</b>	<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>
<b>Accountability</b>	<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>
<b>Workplace health, safety and wellbeing</b>	<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>
<b>Lived experience</b>	<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>
<b>Cultural safety</b>	<ul style="list-style-type: none"> <li>• 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.</li> </ul>



Position Requirements	
<b>Qualifications required</b>	<ul style="list-style-type: none"> <li>• Tertiary qualifications (minimum Certificate IV) in Mental Health, Peer Work, Psychology, Social Work, Occupational Therapy or other health related field as designated by Mind.</li> <li>• Tertiary qualification (minimum Certificate IV) in Employment, Vocational Training or Pre-employment Education &amp; Training Services is highly desirable.</li> </ul>
<b>Knowledge, skills and experience required</b>	<ul style="list-style-type: none"> <li>• Proven experience in Community Services, Mental Health, Disability, Social Welfare, Housing or Healthcare or Government sectors is required.</li> <li>• Experience and expertise in working directly with people with mental health issues, AOD dependency, complex needs and with their families and carers.</li> <li>• Awareness and understanding of the NDIS is desirable.</li> <li>• Demonstrated understanding of available community services, networks and supports.</li> <li>• Experience providing person-centred active supports.</li> <li>• Experience in assessing need and working collaboratively to plan goal focused recovery using evidence informed approaches and tools.</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 behavioral therapy, motivational interviewing and harm reduction therapy.</li> <li>• Ability to co-design, co-produce and co-facilitate groups and education support.</li> <li>• Demonstrated ability to plan and prioritise to meet customer service delivery requirements.</li> <li>• Excellent customer service skills.</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>• Skills and experience in project management, advocacy, collaboration, facilitation, evaluation and problem solving.</li> <li>• High level organisational skills with demonstrated ability to prioritise, manage multiple complex tasks concurrently, work under pressure and meet deadlines.</li> <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> </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

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	<ul style="list-style-type: none"> <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 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 COVID-19.</li> <li>• Able and willing to travel across a designated region to fulfil the duties of the position.</li> </ul>

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