

## Mental Health Practitioner

**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><b>Purpose</b></p>	<p>The Mental Health Practitioner 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. The Mental Health Practitioner delivers personalised support services and recovery-oriented care to people living with mental ill health in the community.</p> <p>Mental Health Practitioners play an integral role in working collaboratively with clients to achieve their recovery goals through one-to-one and shared supports, case management, support coordination, linkages with services, carer education and information, workshops and group work facilitation, recovery retreats, respite accommodation and recreational activities to enhance recovery, personal growth and activities of daily living. This role will empower clients to have choice and control over their services and recovery goals.</p>
<p><b>Position reports to</b></p>	<p>Practice Lead</p>
<p><b>Mind classification level</b></p>	<p>SCHADS Level 3</p>
<p><b>Stream</b></p>	<p>Innovation - Fee for Service</p>
<p><b>About the service</b></p>	<p>The Innovation service stream offers a range of specialist interventions and approaches to people with psychosocial and complex needs who have NDIS plans and/or TAC and WorkCover support packages with the aim to maximise recovery outcomes in a Fee For Service (FFS) model. Innovation provides innovative centre-based, tele-health and assertive outreach services in line with Mind's psychosocial service model that is place-based, holistic My Better Life<sup>®</sup> informed and the Model of Recovery Orientated Practice. The service delivers generalist recovery-oriented and specialist behavioural supports, allied health services, NDIS support coordination, Transport Accident Commission (TAC) and WorkCover outreach services.</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 Fee For Service (FFS) provides a targeted range of supports and services to clients, families and carers including respite accommodation, group education and learning, vocational support, mentoring and coaching, counselling, housing and linkage services, NDIS planning and support coordination, and access to relevant services. Fee For Service operates in the context of local community with a focus on empowering clients to have choice and control over their services and recovery goals.</p>
<p><b>Position description effective date</b></p>	<p>January 2023</p>
<p><b>Responsibilities</b></p>	
<p><b>Provide direct support to individual clients</b></p>	<ul style="list-style-type: none"> <li>• 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"> <li>- Welcoming and engagement.</li> <li>- Strengths identification and individual recovery plan development.</li> <li>- Skill and capacity development.</li> <li>- Engagement and maintenance of natural supports.</li> <li>- Service exit and on-going self-management support.</li> </ul> </li> <li>• Support clients with actioning their recovery plan in a range of areas including: <ul style="list-style-type: none"> <li>- Understanding and managing client’s own mental health.</li> <li>- Developing daily living skills and capacity for self-care.</li> <li>- Crisis and incident management.</li> <li>- Addressing stigma and managing issues arising from trauma.</li> <li>- Managing physical health.</li> <li>- Support the management of drug and alcohol issues.</li> <li>- Support to maintain or create meaningful activity through participating in community life including education and employment and utilising public transport.</li> </ul> </li> <li>• Purposefully engage with clients using techniques including: <ul style="list-style-type: none"> <li>- Brief intervention.</li> <li>- Motivational interviewing and coaching.</li> <li>- Family inclusive practice.</li> <li>- Trauma informed practice.</li> <li>- Conflict resolution.</li> <li>- Behaviour support for dual diagnosis.</li> </ul> </li> <li>• Provide service to clients in line with Mind’s Model of Recovery Orientated Practice.</li> <li>• Offer support to clients and assist them to participate in all lifestyle activities of their choice and meet daily living needs as well as attain better economic participation in their community.</li> </ul>



	<ul style="list-style-type: none"> <li>• Provide support and services for Help at Home and in the community clients.</li> <li>• Work with colleagues and the Practice Lead to identify the limits of your professional practice proactively referring clients to specialist support as necessary.</li> </ul>
<p><b>Undertake assessments</b></p>	<ul style="list-style-type: none"> <li>• Assess individual client needs using assessment tools in accordance with established assessment guidelines and best practice.</li> <li>• Undertake necessary assessments in line with the clients funding, need and choices.</li> <li>• Build a risk profile of clients and manage accordingly with the Practice Lead and the team.</li> <li>• Develop appropriate plans as required by clients.</li> </ul>
<p><b>Provide support coordination services</b></p>	<ul style="list-style-type: none"> <li>• Support client's wellbeing by providing personalised support coordination services consistent with the defined goals and aspirations identified in client's NDIS plans.</li> <li>• Ensure that clients are at the centre of service delivery and receive a timely, coordinated response to their support needs.</li> <li>• Provide ongoing assistance to ensure client supports are in place and maintained.</li> <li>• Identify and engage appropriate service system support for clients to meet their assessed needs.</li> <li>• Liaise with clients on a consistent, regular basis to ensure evolving service delivery needs and wants are being met by external service providers.</li> <li>• Work collaboratively, build and maintain a broad range of service providers to support clients' needs and ensure a coordinated, integrated response to recovery goals.</li> <li>• Promote strong interagency relationships and ensure timely and accurate information sharing between the client, care teams and the wider service system as required.</li> <li>• Provide assistance to strengthen client's capacity to connect with informal, mainstream and funded supports whilst ensuring client choice and control.</li> <li>• Establish a positive collaborative relationship with clients and their support network to assist them to identify, link with and coordinate support with local communities, build skills, overcome barriers and achieve goals.</li> <li>• Support referrals and service agreements with client's support networks and consult with broader service providers.</li> <li>• Co-ordinate the development and ongoing review of support, risk management and crisis management plans within the client's individual recovery plan.</li> </ul>



	<ul style="list-style-type: none"> <li>• As appropriate to the client, convene and facilitate regular case conferences to develop, monitor and update action plans whilst building on the client's capability to understand and manage their plan.</li> <li>• Implement client's NDIS plan and coordinate the budget allocated for the NDIS funds.</li> <li>• Complete required NDIS reporting and review process with your clients and assist the client in NDIS planning meeting discussions and act as a liaison between the NDIS and client in planning meetings.</li> <li>• Work alongside family and carers to assist clients with the transition from accessing mainstream supports to NDIS supports.</li> <li>• Proactively manage a growing client base ensuring all agreed support coordination hours are delivered in a way that provides most value to the client.</li> <li>• Document all activities undertaken using Mind's information systems in a timely manner and to a high standard meeting all NDIS standards.</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>• Ensure safety requirements for staff and clients are upheld and safety and wellbeing plans are implemented appropriately.</li> <li>• Deliver group work programs as the lead/co-facilitator.</li> <li>• Evaluate and review group work programs.</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> <li>• Support and assist families and carers to understand, plan and access the NDIS and prepare for NDIS reviews.</li> <li>• Understand family and carer needs and deliver support such as respite.</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> </ul>



	<ul style="list-style-type: none"> <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> </ul> </li> </ul>
<b>Service delivery improvement</b>	<ul style="list-style-type: none"> <li>• Facilitate client referrals and the development of service agreements for NDIS services.</li> <li>• Actively participate in quality audits and regular reporting requirements for NDIS, TAC and Mind.</li> <li>• Undertake and take responsibility for relevant training, professional development including regular supervision.</li> <li>• Contribute to a culture of continuous improvement in service delivery.</li> </ul>
<b>Stakeholder management</b>	<ul style="list-style-type: none"> <li>• Work collaboratively with the team and seek support from the Practice Lead as required.</li> <li>• Work collaboratively with outreach Support Workers and Community Mental Health Practitioners to ensure best client outcomes through regular communication.</li> <li>• Engage in productive working relationships that adds value to service delivery.</li> <li>• Attend internal and external meetings, networks and working groups as appropriate in line with Mind's delegation schedule and with the support of management.</li> <li>• Understand the impact of external influences for the service, team and Mind.</li> <li>• Escalate issues appropriately and seek guidance when required.</li> </ul>
<b>Other duties</b>	<ul style="list-style-type: none"> <li>• Ensure individual targets of billable time are met and assist the team to meet service targets.</li> <li>• Documents all activities using Mind's ICT system and processes including the collection of appropriate records and case notes for service billing.</li> <li>• Actively participate, contributing to the team and wider organisational initiatives.</li> <li>• Take personal responsibility for the quality and safety of work undertaken.</li> <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> </ul>



	<ul style="list-style-type: none"> <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> </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, Healthcare or Government sectors is required.</li> <li>• Experience and expertise in working directly with people with mental health issues, 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 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> <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> </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 [www.youtube.com/mindaustralia](http://www.youtube.com/mindaustralia)

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	<ul style="list-style-type: none"><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 to work across different services and travel to different locations as required and directed.</li></ul>
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