

Mental Health Practitioner – Complex Care

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 Practitioner (MHP) provides services to clients, families and carers in line with Mind’s Model of Trauma, Informed, Recovery Oriented Practice, My Better Life model and organisational values for people living with mental health and wellbeing concerns.</p> <p>Mental Health Practitioners play an integral role in working collaboratively with clients to achieve their recovery goals through non-clinical case management, care coordination, one-on-one holistic supports (face to face, virtual media and warm line telephone support), shared supports, group workshops and facilitation to enhance recovery, personal growth and activities of daily living.</p>
Position reports to	Team Leader Complex Care FFS
Mind classification level	SCHADS Level 3
Stream	Complex Care
About the service	<p>Mind Australia is a national and leading provider of community managed mental health services delivering a range of clinical and non-clinical services to people who experience psychosocial disability and other co-occurring disabilities.</p> <p>Mind offers a diverse range of services and specialist services (clinical and non-clinical) for people with psychosocial disability, dual disability and complex needs. The Complex Care Service delivers assessment, intervention, therapy, training, outreach services and coordination. A whole of life and systems approach is applied and is supported by Minds’ Approach to Complex Care, Recovery Oriented Practice and Trauma Informed Model of Care.</p>
Position description effective date	June 2024

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.



Responsibilities	
Client service delivery	<ul style="list-style-type: none"> • Support clients within the TAC / Worksafe Outreach services to achieve their recovery, return to health and work and achieve independence goals. • Support the client to exercise optimal choice and control over the services and supports they receive. • Support the client in capacity building and skills development. • Support the client to increase their social inclusion and be engaged in the community. • Develop a strengths based individual recovery plan. • Support clients with actioning their recovery plan in a range of areas including: <ul style="list-style-type: none"> - Developing daily living skills and capacity for self-care. - Crisis and incident management. - 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. - De-escalation and behavioural strategies where appropriate and as directed.
Provide a central point to support families and carers	<ul style="list-style-type: none"> • 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.
Coordinate and work with other services to support the client	<ul style="list-style-type: none"> • Ensure services have a shared understanding of the client's support needs, goals and human rights. • Work collaboratively with other services and stakeholders to ensure a coordinated and integrated response to the client's goals.
Manage client and stakeholder relationships	<ul style="list-style-type: none"> • Promote the development/enhancement of a customer service model between clients and stakeholders. • Establish positive relationships with the clients, families, carers, employers, including recording and follow up of any opportunities and concerns.



	<ul style="list-style-type: none"> • Maintain a comprehensive knowledge of supports and services available; which are cost effective, within funding budget and appropriate for clients to meet their goals. • Attend internal and external meetings, networks and working groups as appropriate in line with Mind's Delegation Schedule and with the support of management. • Understand the impact of external influences for the service, team and Mind. • Escalate issues appropriately and seek guidance when required.
Other duties	<ul style="list-style-type: none"> • Ensure individual targets of billable time are met and assist the team to meet service targets. • Document all activities using Mind's ICT system and processes including the collection of appropriate records and case notes for service billing. • Actively participate, contributing to the team and wider organisational initiatives. • Take personal responsibility for the quality and safety of work undertaken. • 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.
Knowledge, skills and experience required	<ul style="list-style-type: none"> • Proven experience in Community Services, Mental Health, Disability, Social Welfare, Housing, Healthcare or Government sectors is required. • Experience and expertise in working directly with people with mental health issues, complex needs and with their families and carers. • 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. • Excellent interpersonal and communication skills with the ability to consult, negotiate and influence peers, stakeholders and government agencies with diplomacy to achieve effective outcomes. • Skills and experience in advocacy, collaboration, facilitation, evaluation and problem solving. • 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 and willing to travel across a designated region to fulfil the duties of the position.

To learn more about Mind visit mindaustralia.org.au



You can also watch our Great Minds series of videos by visiting www.youtube.com/mindaustralia

Mind Australia Limited ABN 22 005 063 589

