

Community Mental Health Practitioner - Peer 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

Purpose	The Community Mental Health Practitioner - Peer Practitioner utilises their lived experience of mental ill health and recovery to 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 Community Mental Health Practitioner - Peer Practitioner is expected to be a champion of co-design and co-production in all aspects of the service, work with clients to define their own outcomes and deliver personalised support services and recovery-oriented care to people living with mental ill health in the community. Peer support is an important part of Mind's approach to recovery. The Peer Practitioner works as part of a multidisciplinary team with lived experience of mental ill health and recovery being the unique specialist lens that they bring.
Position reports to	Service Manager
Mind classification level	SCHADS Level 3
Stream	Victoria Operations
About the service	The Community Mental Health and Wellbeing Service (CMHWS) has been established by the Victorian government as a network of hubs designed to meet the increased need for immediate mental health support in the community as a result of the COVID-19 pandemic. The Hubs act as a 'front door' service to the mental health system where people can get support without any eligibility criteria or a referral from their GP. The Mind managed Hubs offer blend of face-to-face support in the community, in person support at the Hubs, telehealth and online services guided by client preferences. The service is available to all Victorians experiencing psychological distress or mental ill health supporting people of all ages including children, young people, adults and older adults.

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.



	The CMHWS service provides wellbeing supports tailored to a person's individual needs from early intervention to specialist referrals including providing support to families and carers, clinical oversight and escalation to clinical mental health assessment, treatment and acute care when required. CMHWS offers support with: • Personal recovery. • Management of mental health symptoms. • Social and community connection. • Linking across services. • Addressing life stressors such as threat of homelessness, financial difficulties and social isolation. • Re-engagement with services after COVID lockdowns. • Support with co morbidities.
Position description effective date	January 2023
Responsibilities	
Peer work	• Willingness to utilise your own lived experience of mental ill health and recovery and/or caring to inform your work and the work of the team. • Disclose your lived experience in an appropriate and purposeful manner to support, empower, bring hope and support the recovery of clients. • Draw on Mind's Peer Work Framework and Model of Peer Work to guide your work. • Draw on the broader lived experience knowledgebase to inform your practice. • Support the team to understand and deliver services that are consistent with recovery oriented practice from a peer/lived experience perspective. • Undertake lived experience related projects and adopt peer work portfolios as required. • Spearhead co-design and coproduction in all aspects of the service including program evaluation, planning, decision making and service design.
Provide direct support to individual clients	• Work with clients to return to a place of residence and a meaningful life supporting them through a staged approach to recovery: - 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: - 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: - Brief intervention. - Motivational interviewing and coaching. - Family inclusive practice. - Trauma informed practice. - Conflict resolution. - Behaviour support for dual diagnosis.
Undertake group work	• 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 based on peer values and principles. • Engage and support clients to co-produce and co-facilitate groups/events. • Evaluate and review group work programs.
Provide support to families and carers	• 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.
Work with local service providers	• 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.
Work with clinical partners	• Work within a multidisciplinary team: - Supporting recovery oriented practice. - Supporting clinical interventions. - Actively participating in team, case and handover meetings. - Enhancing collaboration between team members.
Other duties	• 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	• Undertake relevant training and professional development, including regular supervision, appropriate to the primary work of the service and Mind. • Complete Mind's Peer Work Program training is mandatory. • Participate in reflective practice. • Participate in Peer Practitioner Community of Practice on a regular basis. • Continue to reflect on your personal lived experience and the broader lived experience knowledgebase and how you use this in your practice.
Accountability	• 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	• Contribute actively to the maintenance of a safe workplace. • Ensure all safety issues are reported and addressed as they arise.
Lived experience	• Contribute to a workplace that values lived experience and the inclusion of consumers, carers and families in the work we do.
Cultural safety	• 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	• 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	• 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. • 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. • Lived experience of mental ill health and recovery or other form of relevant lived experience, e.g. caring for someone with a lived experience of mental ill health. Along with the ability and willingness to contribute this in working towards organisational strategies on lived/living experience workforces. • Demonstrated understanding of lived experience approaches including peer work, co-design and workforce development. • Ability to disclose your lived experience in an appropriate and purposeful manner to support, empower, bring hope and support the recovery of clients. • Ability to draw on Mind's Peer Work Framework and Model of Peer Work to guide your work. • Ability to draw on the broader lived experience knowledgebase to inform your practice. • Support the team to understand and deliver services that are consistent with recovery oriented practice from a peer/lived experience perspective. • Passion to drive and champion change, initiatives and progress the lived experience agenda throughout the organisation. • Spearhead co-design and coproduction in all aspects of the service including program evaluation, planning, decision making and service design.

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	• Demonstrated ability to plan and prioritise to meet customer service delivery requirements. • Excellent customer service skills. • 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 documenting client notes, reporting and working with a variety of electronic systems.
Other	• 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. • Preparedness to work across different services and/or locations as required and directed.

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