

Community Mental Health Practitioner - Intake and Assessment

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 - Intake and Assessment will effectively engage, screen, assess, refer, provide brief interventions and coordinate care for young people aged 12-25 years that self-refer or are referred to headspace Box Hill. As one of the first contact points for young people accessing headspace Box Hill the Community Mental Health Practitioner (CMHP) - Intake and Assessment will build a positive rapport with a wide range of young people, as well as their families and friends, carers and communities.
Position reports to	Team Leader
Mind classification level	SCHADS Level 3
Stream	Victoria Operations
About the service	headspace Box Hill is part of Victoria Operations Service Stream for Mind Australia. headspace Box Hill aims to promote and facilitate improvements in the mental health, social wellbeing and economic participation of young people aged 12-25 years residing in the Eastern Region of Melbourne. In this youth friendly space, services are delivered across four core streams – physical and sexual health, mental health, alcohol and other drugs (AOD), and educational and vocational services. headspace brings together key organisations experienced in the delivery of physical and sexual health, mental health, alcohol and drug services, vocational and education services for young people. headspace is an evidence-based early intervention mental health and wellbeing service for young people aged 12-25 years.
Position description effective date	June 2023

Responsibilities

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.



Provide direct support to young people and their family and friends

- Act as the first point of contact for enquiries providing information and advice as required while promoting the work of headspace/Mind Australia.
- Identify and respond to the issues and concerns of the person contacting the service.
- Use counselling principles and practices, as appropriate, throughout engagement to establish the needs of the enquirer.
- Respond to incoming communications in a timely and professional manner and meet established KPI timeframes of service response.
- Undertake effective assessment of young people including thorough risk assessment and management, and safety planning.
- Work with young people to enable them to live a meaningful life through supporting them through a staged approach to recovery:
 - Establishing self- directed recovery relationships
 - Strengths identification and individual recovery plan development
 - Skill and capacity development
 - Engagement and maintenance of natural supports
 - Service exit and ongoing self- management support
- Support young people and their families, friends and carers in a range of areas including:
 - Understanding and managing their 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 and sexual health
 - Support the screening, assessment and management of drug and alcohol issues
 - Support to maintain or create meaningful activity through participating in community life, including education and vocational activities
- Provide appropriate information, resources and support to enquirers.
- Actively facilitate referrals to external agencies where appropriate.
- Maintain effective communication with waitlisted referrals.
- Maintain an up-to-date understanding of service availability.
- Allocate appropriate referrals to allotted assessment opportunities.
- Purposefully engage with young people and their families using techniques including:
 - Brief intervention
 - Single session thinking
 - Motivational interviewing and coaching
 - Family inclusive practice
 - Single session family consultation



	- Trauma informed practice - Conflict resolution • Care coordination and active referral provision. • Some group work as determined on occasion. • Outreach into schools and other agencies to provide primary and secondary consultations with young people, their families, and professionals, where requested by the Service Manager or Team Leader.
Manage internal and external relationships	• Collaborate in the team to support effective practice in the four main components of headspace work: - Working individually with young people. - Providing support to families, friends and carers. - Undertaking planning and delivery of group work. - Working with local service providers. • Acts as a conduit to other organisations and services in the context of a customer service mindset. • Be supported by the Lead Practitioner Intake and Assessment to develop and maintain effective and professional relationships and communication with headspace/Mind staff, managers, clinicians and other stakeholders. • Communicate effectively with relevant service/clinician to ensure seamless assessment of need and service provision. • Maintain effective communication with both internal and external services.
Manage appointments	• Communicate effectively for purposes of appointment scheduling. • Process incoming referrals and facilitate initial appointment booking and scheduling. • Send out initial appointment letters and service information to new young people. • Provide appointment reminders to young people via SMS or phone. • Rescheduling of appointments as required. • Keep accurate and up to date data records within hAPI (headspace database), CIM and other data recording software systems as required.
Planning and development	• Participate in service evaluation, development and review. • Liaise with Mind management, provide input and participate in service improvement initiatives. • Provide feedback in meetings as needed.
Other duties	• Document all activities using Mind's ICT system and processes. • Ensure all Client File information is entered in a timely manner.



	• Meet all data entry requirements for Mind, headspace National and Eastern Melbourne Primary Health Network. • Provides clear, concise and timely documented evidence of clinical interventions. • Actively participate, contributing to your team and wider organisational initiatives. • Undertake relevant training and professional development including regular supervision. • 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. • Participate in reflective 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	• Capacity to collaborate with the Lead Practitioner Intake and Assessment to develop an understanding of the community services sector and ability to build strong relationships with service providers, agencies and key stakeholders. • Demonstrated skills in working with young people and or adults and families with mental health and/or contextual challenges including family violence, poverty, homelessness, drug and alcohol, protective issues. • Ability to work both autonomously and as part of a team, incorporating effective planning, time management, organisational skills, resourcing, and achieving quality outcomes. • Skills and experience in advocacy, collaboration, facilitation, evaluation and problem solving. • Demonstrated ability to work within a multi-disciplinary team providing integrated care. • Demonstrated ability to plan and prioritise to meet customer service delivery requirements. • Excellent customer service skills. • Demonstrated experience in documenting 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	• 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 work in line with centre opening hours. • Preparedness to work across different services and/or locations as required and directed.

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

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