

Lead 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	<p>The Lead Practitioner will mediate, advocate, and work collaboratively with a team to enable the best outcomes for clients, families and carers. The Lead Practitioner will provide information and resources, offer meaningful referrals to external providers, and work alongside clinical partners to ensure an integrated, individualised service response.</p> <p>The Lead Practitioner provides leadership and support to a dedicated team ensuring the delivery of high-quality recovery-oriented services to clients, families and carers in line with Mind's Model of Recovery Oriented Practice, My Better Life model and organisational values. The Lead Practitioner is integral in being a practice lead to Mental Health Support Workers and Peer Practitioners providing supervision, mentoring and coaching.</p>
Position reports to	Service Manager
Mind classification level	SCHADS Level 5
Stream	Victoria Operations
About the service	<p>The Housing with Support program is a residential service for people living with severe and enduring psychosocial disability some of whom may have dual disabilities. The Psycho-social, Haven and Dual Disability residences are typically staffed 24/7 by Mental Health Support Workers with practice guided by Mind's Model of Recovery Oriented Practice, Haven service model, Dual Disability framework and organisational values.</p> <p>The integrated social housing with support model strives to ensure that families and carers are involved in each individual resident's recovery and in different aspects of the service. Funded through residents' NDIS packages, support is provided in the residential setting individually and within a group context where shared learning is seen to be beneficial to the person. Staff will assist in building a sense of community and take part in the co-design and co-production of various activities with residents and</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.



	undertake project work. Housing with Support services operate in the context of the local community and designed with a focus on supporting people to achieve their My Better Life goals to enable the best opportunity for success.
Position description effective date	April 2024
Responsibilities	
Lead and provide direct support to individual clients	<ul style="list-style-type: none"> • Alongside the Service manager lead delivery of services to clients, carers and families as defined in the Model of Recovery Oriented Practice and related guidelines to ensure that individually tailored services for clients and their family and carers are provided to the highest standard. • Lead and model for effective practice in working directly with clients, providing support to families and carers, undertaking planning and delivery of group work, and working with local service providers. • Coach staff to problem solve, develop creative solutions and remain motivated in meeting client's goals. • Positively influence and contribute to a service and the development of recovery focused team culture that focuses on meeting the client's goals using evidence informed practice. • Alongside the Service manager lead a dedicated team in line with organisational quality and practice processes and policies, agreed priorities and strategies to ensure quality client service and required targets are met. • Provide practice supervision to staff who are providing direct support to individual clients. • Actively support the use and awareness of Mind policies, procedures, tools and systems through staff development and modelling. • Support staff in performance improvement and performance management processes as directed by the Service Manager. • Support staff management and understanding of risks, complaints, and incidents according to the policy, procedure and processes of the organisation and in a timely manner escalate to the Service Manager as required. • Oversee written tasks including case note writing, Housing with Support Quote writing, risk assessments, safety plans, behaviour management plans and incident reports. • Provide direct specialised services beyond those of the Mental Health Support Workers



<p>Provide psychosocial practice leadership</p>	<ul style="list-style-type: none"> • Aid in the development and implementation of the therapeutic group program and activities of daily living program. • Work in partnership with the Service Manager and contribute to service planning and review. • Ensure cohesiveness in the design and delivery of services with the aim of optimising resources and improving service delivery. • Support coordination of clinical appointments and reviews within the planned program. • Actively contribute and foster the establishment and maintenance of constructive relationships within the team. • Provide training and upskilling to Mental Health Support Workers through the creation and facilitation of professional development workshops. • Co-facilitate new staff induction sessions. • Coach and mentor Mental Health Support Workers to provide quality support to clients with a dual diagnosis. • Provide leadership regarding practice development and dual diagnosis. • Create, facilitate, evaluate and review professional development training sessions which reflect the needs of the teams at a local level. • Facilitate reflective practice with teams as required. • Identify opportunities and implement strategies to continually enhance a learning culture within teams. • Contribute to a high performance team through engaging with staff, following direction and performance expectations. • Providing appropriate feedback and supervision to Mind employees. • Provide support to the Service Manager and team as required.
<p>Undertake group work</p>	<ul style="list-style-type: none"> • 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. • Evaluate and review group work programs.
<p>Provide support to families and carers</p>	<ul style="list-style-type: none"> • Support families, carers, support networks and significant others to assist clients through treatment using family inclusive interventions. • Involve families, carers 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. • Facilitate family and carer meetings where relevant and with the consent of the client.



	<ul style="list-style-type: none"> • Work with families and carers at the time of transition back to community.
Work with local service providers	<ul style="list-style-type: none"> • 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. • Support the maintenance and development of community networks, service providers and formal connections.
Work with clinical partners	<ul style="list-style-type: none"> • Work closely with clinical team to focus practice. • Work within a multidisciplinary team: <ul style="list-style-type: none"> - Supporting recovery-oriented practice. - Supporting clinical interventions. - Actively participating in team, case and handover meetings. - Enhancing collaboration between team members. - Participate in joint referral assessment with clinical staff.
Service delivery improvement	<ul style="list-style-type: none"> • Contribute to evaluation of the effectiveness of services in consultation with clients and their support networks. • Ensure all performance targets as set by Mind are met and utilise performance reports to provide advice to the Service Manager to enable effective planning and service reviews. • Participate in performance appraisals, feedback and ongoing professional development. • Promote systemic change by identifying opportunities for service system improvement from individual client work and strengthening community partnerships to encourage innovative and collective solutions. • Contribute to data collection, service mapping and gap analysis activity.
Team work	<ul style="list-style-type: none"> • Work collaboratively with the team as to ensure a co-ordinated and integrated response to the client's recovery goals. • Ensure team have a shared understanding of the client's individual recovery plan. • Coach and mentor the team in an area of specialty as required. • 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 environment.



	<ul style="list-style-type: none"> Engage with leaders across other services within Mind to build local pathways to support service access.
Stakeholder management	<ul style="list-style-type: none"> Work collaboratively with internal stakeholders including the Executive Director, General Managers, Service Managers and Team Leaders. Build and maintain relationships with external stakeholders including opinion leaders, community groups, diverse communities, service providers, partners, government agencies, referral sources and other organisations relevant to the work. Work collaboratively with lived experience colleagues and clients, families and carers to ensure high levels of engagement to achieve objectives. Engage in productive working relationships that add value to service delivery. Build a detailed understanding of the operational requirements. Work collaboratively with all areas of the business to ensure the organisation's objectives are met. Foster positive relationships and proactively work with all stakeholders to ensure advice is consistent and contemporary. Attend internal and external meetings, networks, case conferences, reviews 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. Be a customer advocate, championing client needs and insights throughout the business.
Other duties	<ul style="list-style-type: none"> 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	<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.



	<ul style="list-style-type: none"> 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. • 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. • Ability to co-design, co-produce and co-facilitate groups and education support. • An understanding of service development and design. • Demonstrated ability to plan and prioritise to meet customer service delivery requirements. • Excellent customer service skills. • Proven capability to coach, mentor and develop a team to achieve best quality service outcomes including experience in the provision of professional supervision. • A track record in successful relationship development, stakeholder management and strategic partnerships. • 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.

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	<ul style="list-style-type: none"> • 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 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. • Able to obtain CPR and First Aid certifications. • Able and willing to work after-hours as required. • Preparedness to work across different services and/or locations as required and directed.

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