



## Position Description

<b>Position Title</b>	Community Mental Health Practitioner
<b>Directorate</b>	Community and Wellbeing Services
<b>Reports to</b>	Team Leader Mental Health Services
<b>Date of Job Description</b>	25/03/2025
<b>Conditions</b>	Conditions of employment are documented in the Mallee family Care Enterprise Agreement 2012
<b>Employment Status</b>	Full Time or Part Time Fixed Term Contract
<b>Salary</b>	This position is classified as Band 4 – Case Worker, with a salary range of \$71,525 - \$89,600, dependent on qualifications and experience, plus superannuation and the ability to salary package up to \$15,834 tax free, pro-rata
<b>Hours of Work</b>	This is a full time or part time position. Work outside normal office hours may be required.

### Position Objectives

The Early Intervention Psychosocial Support Response (EIPSR) is a State Government funded support program, administered through Mildura Base Public Hospital.

The EIPSR is a psychosocial support model targeted to adult clients of the clinical mental health service system living with a severe mental illness and associated psychiatric disability who are:

- Not eligible for the NDIS because they do not have a significant, permanent functional impairment(s) associated with their mental health condition; or
- Are eligible for the NDIS and are waiting for an access decision and their NDIS plan to begin.

The service model provides short to medium term, specialist psychosocial support to help eligible client to:

- Build their capacity to better manage their mental illness;
- Develop practical life skills for independent living and social connectedness;
- Achieve health, functional lives; and
- If eligible transition to the NDIS.

The Community Mental Health Practitioner (CMHP), in line with recovery-oriented practice, supports clients with their mental health care and:

- Recognises and embraces the possibilities for recovery and wellbeing created by the inherent strength and capacity of all people experiencing mental health issues.
- Maximises capacity, capability, self-determination and self-management of mental health and wellbeing.
- Assists families, carers, and significant others to understand the challenges and opportunities arising from their family member’s experiences.
- Contributes to minimising the risk of clinical admission or re-admission.

<b>Key Responsibilities &amp; Duties</b>	<b>Performance Expectations</b>
Engagement, Assessment and Referral.	<p>Assist with referral, engagement, and assessment of clients as required and appropriate.</p> <p>Engage with clients, using an evidence informed practice framework, to understand and assess their individual needs including;</p> <ul style="list-style-type: none"> <li>• Immediate safety;</li> <li>• Mental health;</li> <li>• Physical health and wellbeing;</li> <li>• Education, training, and employment;</li> <li>• Housing and accommodation;</li> <li>• Eligible entitlements;</li> <li>• Mobility, including transport;</li> <li>• Family and social connections and recreational activities.</li> </ul> <p>Engaging and building relationships with key internal and external stakeholders to minimise barriers to referral and support.</p> <p>Proficiency in the use a range of evidence-based risk and needs assessment tools to effectively assess safety and holistic needs.</p> <p>Support clients to test their eligibility and access NDIS for psycho-social disability support, where appropriate and desirable by the client.</p>
Direct and individualised intervention, using a recovery and support approach.	<p>Effectively engage and work with clients, through a staged recovery approach, to enable them to live a meaningful life through:</p> <ul style="list-style-type: none"> <li>• Establishing self-directed recovery relationships.</li> <li>• Strengths identification and capacity building.</li> </ul>

	<ul style="list-style-type: none"> <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> <p>Partner with clients (and their family/carers where appropriate) through an individualised case management approach, to develop, implement and regularly review their client plans which incorporate identified outcomes, goals, tasks, measures, and timeframes.</p> <p>Provide a range of short, medium, and extended individualised and group interventions for individuals and families according to their assessed needs and intervention plans and including building sustainable self-management and support of clients to transition from the service.</p> <p>Support clients in a range of areas including;</p> <ul style="list-style-type: none"> <li>• Understanding and managing their own mental health;</li> <li>• Developing daily living skills and capacity for self-care;</li> <li>• Effective crisis and incident management;</li> <li>• Addressing stigma and managing issues arising from trauma;</li> <li>• Supporting the management of drug and alcohol issues;</li> <li>• Managing physical health;</li> <li>• Creating and/or maintaining meaningful activity through participating in community life, including education and employment and utilising public transport.</li> </ul> <p>Purposefully engage with clients using approaches and techniques including;</p> <ul style="list-style-type: none"> <li>• A person-centred, holistic practice framework;</li> <li>• Time limited intervention (including brief intervention);</li> <li>• Motivational interviewing and coaching;</li> <li>• Family inclusive practice;</li> <li>• Strengths-based and trauma informed practice;</li> <li>• Conflict resolution.</li> <li>• Behaviour support for dual diagnosis.</li> </ul>
Provide support to Families and Carers.	Support family and carer roles through building relationships and understanding their concerns and challenges.

	<p>Provide information, education, and referrals to increase their understanding of community support networks and resources.</p> <p>Support engagement of participants and families to peer support and education programs.</p> <p>Facilitate, as appropriate, the re-engagement and maintenance of family and carer relationships.</p> <p>Using own relationship management skills and Agency's customer feedback tools and mechanisms, encourage and seek regular family and carer feedback in the quality and effectiveness of support to the client and family/carer and overall performance of the service.</p>
<p>Work within community and local service providers.</p>	<p>Work collaboratively with a wide range of key internal and external stakeholders to improve overall service access and person-centred supports.</p> <p>Participate and actively contribute in community and professional network and interagency meetings, forums, and committees as appropriate and required.</p> <p>Support co-design by valuing lived experience and working collaboratively with consumer and carer stakeholders and groups</p> <p>Make community linkages and build relationships, partnerships, and referral pathways to create and/or maintain local and connected support for clients that meet their needs and facilitate them living the life of their choosing in their own community.</p>
<p>Working with the client in their community.</p>	<p>Develop an understanding and awareness of the strengths and risks, particular to each client in their community, including their own home and family and develop strategies with the client to leverage from their strengths and mitigate risks.</p> <p>Involve community partners and key internal and external stakeholders (where supported by the client) in partnering with the client to achieve their long-term outcomes.</p> <p>Informed understanding and awareness of how diversity characteristics such as gender, ethnicity and cultural background, language; socio-economic status, disability, sexual orientation, religion, age, geographic location, or visa status can intersect and interact on</p>

	<p>multiple levels to; compound risks, create overlapping forms of discrimination, amplify personal stressors, service barriers, exacerbate social and economic disadvantage and housing insecurity, and increase risk of social isolation.</p> <p>Informed understanding and awareness of the impact of intergenerational trauma and significance of culture, family, community, and spirituality in the healing journey for Aboriginal people.</p> <p>Adopt an intersectional approach (looking beyond a client’s individual identities and focusing on the points of intersection that their multiple identities create) to support clients safely and appropriately within community.</p>
To participate in supervision.	As per Mallee Family Care Supervision Policy.
To be compliant with MFC E Learning courses.	Completing compulsory allocated courses each quarter.
To undertake other duties as may reasonably be required.	Undertaking other duties required by your Line Manager.

**Qualifications and Experience:**

- The person employed as a Practitioner will be expected to have previous relevant experience in the field and will be required to hold an accredited Tertiary qualification relevant to the position at Degree Level or above in Mental Health, Psychology or Social Work. Diploma level qualification in relevant field will be considered.
- People with a lived or living experience (carer or consumer) of public mental health services are encouraged to apply.
- A current driver's licence and a willingness to travel and preparedness to be accommodated overnight when required.

**Key Selection Criteria:**

Applicants are invited to submit their applications addressing the following selection criteria:

Recovery Orientation:

- Demonstrated commitment and ability to promote the values, culture, and language of a recovery-oriented mental health service; focused on cultural safety; positive expectations; hope and optimism, and individual value, dignity, and importance.

High level resilience and responsiveness:

- Developed psychological, behavioural and self-care/protection capabilities that enable you to remain calm during crises/chaos and to move on quickly and effectively without long-term negative consequences. Models flexibility and can adapt positively and resourcefully to a changing environment.

Evidence based practice, within a risk/needs assessment and case management framework:

Understanding of evidence informed practice, including evidence-based assessment and intervention models such as;

- Risk and needs assessment models and theory;
- Recovery oriented mental health practice;
- Person-centred approach;
- Strengths-based and solution focused practice;
- Trauma informed approaches.

And a proven understanding and ability to support client goal attainment through a case management framework of consecutive collaborative phases, including;

- Assessment;
- Risk identification and mitigation;
- Planning and implementation;
- Monitoring, transitioning and evaluation.

## **Organisation Structure and Values**

Mallee Family Care is a Company Limited by guarantee with a community based Board of Management. It was established in 1979 and is a large and diverse community service organisation, providing a wide range of services to the communities of North West Victoria and South West New South Wales.

Day-to-day management for the agency is the responsibility of the Chief Executive Officer, Director Corporate Services, Executive General Manager Community and Wellbeing, Executive General Manager Education, Training and Research and Executive General Manager Child and Family Services.

This structure has been designed to ensure a clear focus on the delivery of services and to utilise the skills and experience of staff in the most efficient and effective manner.

## **Our Vision**

Empowering the vulnerable and disadvantaged in our communities.

By this we mean we want:

- Communities where vulnerable children will be protected.
- Communities where disadvantaged families and individuals will be supported.
- Communities that are committed to supporting those in need.

## **Our Mission**

To enrich lives and to increase opportunities (for those in need) through:

- Services;
- Education
- Research; and
- Advocacy

## **Our Approach**

Our approach to achieving this strategic intent will demonstrate that:

- We are focused on the resolution of issues and will be flexible and adaptive in our approach.
- We understand our communities, we are informed by practice and our focus is on outcomes that matter.
- We work in partnership with stakeholders.
- We consult broadly and engage with our communities.

**Other Information:**

At Mallee Family Care we are deeply committed to the people with whom we work. We therefore go to great lengths to ensure that the positions we make available are filled by the most appropriate applicants. To assist with this we undertake a number of selection processes beyond initial interviews.

Appointment to the position will be subject to the satisfactory completion of the following:

- Psychological Personality Assessment – California Personality Index (CPI)
- Medical Disclosure
- Six month probationary period
- Referee Checks (two nominated referees including your supervisor if you are currently working)
- Photocopy of Driver's Licence.
- Police Check
- Working with Children Check
- Safety Screening Statutory Declaration

**Benefits of working at Mallee Family Care**

- Discounted membership of your nominated gym/health club.
- Direct salary deduction
- Partially paid study leave and practical assistance available for approved courses after 6 months of employment
- Confidential, responsive counselling available for time when personal and work related issues may affect your ability to perform at work (Employee Assistance Program – EAP)
- Flexible working arrangement options (where appropriate)
- Up to date and ergonomic furniture
- A happy and family friendly work environment