



<b>POSITION</b>	Clinical Mental Health Practitioner Family Mental Health Support Service (FMHSS)	<b>STATUS</b>	Full time or Part time
<b>REPORTS TO</b>	Manager Mental Health & Wellbeing	<b>LOCATION</b>	Frankston/ various
<b>RELEVANT ENTERPRISE AGREEMENT</b>	FMC Mediation and Counselling Victoria Enterprise Agreement 2018 (Better Place EA)	<b>UNDERLYING AWARD</b>	Health Professionals and Support Services Award 2020

**BETTER PLACE AUSTRALIA**

Better Place Australia has a vision of *“An Australia where all people experience positive relationships, truly value each other and live safer, more fulfilling lives”*. Our purpose is *“To empower people to become more resilient and experience improved wellbeing to better determine their futures”*.

Our organisational values are at the forefront of all interactions with our employees, our clients and our stakeholders.

We are:

- Creative
- Caring
- Welcoming
- Responsive; and
- Thriving

As a community focused ‘for-purpose’ organisation with an ever-growing range of psychological and community support services, Better Place Australia is taking a leadership role in the provision of high-quality, effective services for a wide range of community groups across Victoria.

**PURPOSE OF ROLE**

To provide therapeutic mental health service case management services to children, young people and their families. This includes short and long-term early intervention support to children, young people, and their families who are experiencing difficulties in their mental health, social and emotional wellbeing, and/or family relationships.

The position holder will work collaboratively with the child or young person, their family, and other service providers to develop and implement a comprehensive, strengths-based, and family/child-centred Family Action Plan.

To provide; information, referral and assistance for families; and community outreach and group work.

To provide high quality mental health support services to clients, in accordance with Better Place Australia’s Policies and Procedures and the Standards and Guidelines set by Government, with the aim to improve the ongoing mental health for the child, young person and their family.

**WORK PERFORMED**

Direct Service

- Provide counselling and case management to children and adolescents using a range of evidence-based therapeutic interventions.
- Provide three levels of support to vulnerable children, young people and their families and carers (where direct care and assistance is provided to the child or young person) including:
  - Intensive, long-term, early intervention support (including targeted therapeutic group work). Our intensive interventions are informed by a child centric, family systems approach.
  - Short-term information, referral and assistance for families and carers; and
  - Community outreach, mental health promotion/education and community development activities to increase local capacity to identify, understand and respond to the mental health needs of children and young people.
- Undertake comprehensive assessments of the child/young person and family to identify goals and the development of a Family Action Plan.
- Engage children, young people and their families and carers, in the process of identifying and developing supports.
- Identify and strengthen the protective factors in the lives of young people and their families.
- Provide support with a primary focus on children and young people (up to the age of 18 years) while working with them in a whole-of-family context.
- Ensure a flexible service approach encompassing community outreach, 1:1 and family support work, and delivery of educational activities.
- Facilitate groups with children, young people and adults.
- Ensure that complex risk issues are escalated to the Program Coordinator.
- Assist clients to engage with a range of relevant Community or Health providers, such as clinical mental health services.
- Increase clients economic and social participation in their communities.

#### Liaison and Coordination Responsibilities

- The establishment of partnerships and linkages with other services to establish good referral pathways into and out of the FMHSS service in order to reach vulnerable children, young people, families and carers who may not otherwise engage with the mental health or children's service sector.
- Interact and liaise with relevant organisations providing information and support to community workers. For example, Maternal Child Health, Community Centres, Refuges etc.

#### Responsibilities to Better Place Australia Practitioners

- Monitor and advise on the information provided by Intake Practitioners conducting screening, triage and needs assessments of clients.
- Act as a resource/support to other workers on mental health matters as required.
- Participate in staff development activities.
- Work within a multi-disciplinary team and provide support to other team members in their work, through the sharing of skills and knowledge.

#### Quality & Compliance

- Ensure any quality risks are identified and reported promptly and that prevention strategies are implemented to ensure the safety of all clients and staff.
- Maintain a good working knowledge and understanding of the QIC Health and Community Standards.

- Pursue opportunities for quality improvement and actively contribute to the accreditation of the service being delivered.
- Participate in regular audit processes to ensure compliance with applicable regulatory bodies is maintained.
- Contribute to the development and implementation of service manuals in accordance with contract and program requirements.
- Ensure Better Place Australia's services are in compliance with applicable funding contracts, including reporting requirements.

#### Administration Responsibilities

- Maintain accurate and up to date Client Records.
- Enter all required data into Client Record Management database within 5 days of activity.
- Meet minimum Key Performance Indicators (KPIs) applicable to job role as per PPR process.
- Actively manage Outlook calendar ensuring it is consistently current up to 6 weeks in advance.
- Provision of accurate and timely reports to enable program and service evaluation and to inform decision making.
- Participate in staff activities including but not limited to staff meetings, staff development, on-going training activities and case review.
- Be willing to reflect upon own professional and personal practice within the organisation and demonstrate integrity and honesty based on a commitment to high quality professional practice.
- Attend and actively engage in supervision sessions as required.
- Participate in the annual staff appraisal process.
- Maintain knowledge of, and adhere to, the policies and procedures of the organisation.

#### Other

- Other duties as assigned, and which are consistent with the position.

### **KNOWLEDGE AND EXPERIENCE**

- Diploma of Community Services or other health/welfare related area (minimum qualification); or
- Bachelor's degree qualification in Social Work, Youth Work, Psychology or other health/welfare related area (desirable);
- Professional work experience in the mental health field; and
- Experience providing assessment, case management and support to children, young people and their families in the context of mental illness.

### **PERSONAL COMPETENCY REQUIREMENTS**

- Well-developed communication and interpersonal skills
- Sound engagement and rapport building skills
- Strong needs and risk assessment skills
- Resilience in the face of complex client risks and systemic challenges
- Ability to think creatively and to develop creative solutions to situations as they arise
- The ability to work effectively both individually and as part of an integrated team

- Sound planning and organisational skills
- Self-directed approach to learning
- Sound computer literacy and data entry skills

#### RISK SCREENING

- Current Victorian driver's licence and access to own transport
- Current satisfactory National Police check
- Working with Children Check (Victoria)

#### KEY RELATIONSHIPS / INTERACTIONS

##### Internal

- Manager and General Manager
- Administration Coordinators
- Operational Staff
- Team Leaders

##### External

- Clients and their family members
- Members of the community
- Community and Government Representatives and Service Providers.

#### GENERAL INFORMATION

Better Place Australia is a for purpose organisation, providing services for all members of the community regardless of religion, age, gender, sexuality, lifestyle choice, cultural background or economic circumstances. We offer a workplace culture reflective of a vibrant, learning organisation where our people are highly engaged in their work and committed to making a difference. At BPA, we all have a shared responsibility for supporting a culture of inclusivity and diversity. Our organisation is committed to child safety, and we carry out police record, working with children and reference checks to ensure that we are recruiting the right people.