Position Description: PIR Support Facilitator

Position Details

Position Title: Support Facilitator - Partners in Recovery (PIR)
Classification: SCHCADS Level 5 - Dependent upon qualifications and experience
Location: Mentis Assist Mornington (or other locations as directed)
Time Fraction: Full time
Contract Detail: Fixed Term

Organisation Overview

Mentis Assist is a not-for-profit Community Managed Mental Health Service (CMMHS) supporting people with severe and enduring mental illness and psychiatric disabilities. Mentis assists people to recognise their values, strengths and goals, with an emphasis on improving health and wellbeing, independence, social participation and enhancing meaningful relationships with significant others.

Mentis was established in 1987 and has evolved significantly to become a leader in the areas of delivering flexible support packages tailored to the individual using strengths-based, recovery-orientated practice, quality and evidenced based service provision.

Mentis strives to provide opportunities for people living with mental illness to enjoy a meaningful life by strengthening self-identity, personal responsibility and hope. Our vision is for optimum personal recovery and wellbeing. Mentis believes that recovery-orientated practice is a partnership where the person with the lived experience is the expert in their recovery and our staff bring their understanding and expertise to support this journey.

Our service model is based on the Victorian Framework for Recovery-Orientated Practice (2011) and the National Mental Health Standards (2010). We believe that recovery practice should be person-centred, accepting of diversity, strengths-based, provide respect and dignity, community connection and participation. Mentis Assist places high importance on maintaining a skilled, supported and informed workforce, providing opportunities for reflective practice, flexibility and innovation, developing and maintaining collaborative partnerships, evaluation, planning and continuous improvement.

Conditions of Employment

- In accordance with the terms and conditions specified in the Social, Community, Home Care and Disability Services (SCHCADS) Award 2010
- Generous Salary Packaging tax exempt benefits such as living expenses, meal & entertainment and venue hire
- Satisfactory pre-employment screening checks including National Police Check, Safety Screening Statutory Declaration, International Police Check/Statutory Declaration (if required), Working with Children Check, Qualification Check, Employment History and Referee Check.
- Mentis encourages people with a disability to apply and encourages full disclosure of illness or disability.
- Mentis Assist is a smoke free workplace
- Right to work in Australia
Qualifications and Requirements

- Tertiary qualification in mental health, Alcohol & other Drugs, social work, occupational therapy or related discipline (minimum Diploma Level)
- 2 year work experience in Mental Health, AoD and/or community sector
- Current Victorian Driver’s License and ability to undertake travel as required
- Satisfactory Police Record Check
- Current Working With Children Check
- Right to work in Australia
- Mentis Assist has a strong commitment to participation of people with lived experience in our workforce. We invite qualified people with lived experience of mental health issues to apply. We also welcome diversity in the workplace and invite people from other communities to apply. Suitably qualified Aboriginal or Torres Strait Islander applicants will be highly regarded

Position Overview

The primary purpose of the support facilitation position is to support consumers with a severe persistent and complex mental health condition to access the range of service they require to assist them to manage their condition and address their health and wellbeing needs. The position does not provide a clinical service or clinical interventions, rather to support the consumer to navigate the service system and access appropriate services at the right time and in the right place.

In the Mentis Assist structure, the PIR Support Facilitators (SF) works closely with the Senior Practice Leader to provide service delivery that is client directed, recovery focused, strengths based and family sensitive in line with the Mentis Assist Mental Health Community Support Services Model. The Support Facilitator will use their skills, knowledge and case work strategies to work with clients and their family and significant others to develop an Action Plan that achieves the identified goals within set timeframes.

In conjunction with the Senior Practice Leader, the Support Facilitator ensures a high standard of service delivery that is consistent with the Organisation’s values and Service Models. The Support Facilitator is charged with ensuring service delivery is complimented by drawing on external (informal and formal) support networks (Support Team) and works collaboratively to ensure that when the client is ready for discharge, they are able to self-manage with these supports in place. Action Plans and case work are regularly reviewed with the support of the Senior Practice Leader and the ‘Support Team’.

Partners in Recovery (PIR) is an initiative funded by the Commonwealth Government (Department of Health and Ageing) designed to better support people with severe and persistent mental illness with complex needs and their carers and families.

The Frankston-Mornington Peninsula Partners in Recovery (PHN PIR) initiative aims to improve system response to and outcomes for, people with severe and persistent mental illness who have complex needs by:

- Facilitating better coordination of clinical and other supports and services to deliver ‘wrap around’ care individually tailored to the person’s needs;
- Strengthening partnerships and building better links between various clinical and community support organisations responsible for delivering services to the PHN PIR target group;
- Improving referral pathways that facilitate access to the range of services and supports needed by the PHN PIR target group; and
- Promoting a community based recovery model to underpin all clinical and community support services delivered to people experiencing severe and persistent mental illness with complex needs.
Principles of the PHN PIR program

1. Recovery Focused
2. Supportive of consumer and carer self-management and capacity building
3. Social model of health and disability
4. Consumer and family centred
5. Partnerships and collaboration, with a broad range of sectors
6. Throughput model
7. Protection of consumer and carer information
8. Consistency in practice standards

Line Manager
Reports to the Senior Practice Leader

Key Accountabilities and Duties

Self and Workplace
- Contribute to a healthy and safe workplace for staff/volunteers/students and members of the community
- Take care of your own health and safety and understand the responsibilities and accountabilities to yourself and others in accordance with W.H. & S. legislation, internal policies and promote a working environment that is congruent with those guidelines
- Acknowledge, appreciate and encourage differences, valuing people for their skills, competencies, and contribution to Mentis Assist’s continuing success
- Mentis Assist is an Equal Opportunity Employer and provides a healthy and safe environment which complies with all safe working procedures as per Mentis Assist’s policies and procedures
- Understand responsibilities and accountabilities to yourself and others in accordance with the Victorian Charter of Human Rights and Responsibilities Act 2006 (Vic.)
- Abide by Mentis Assist’s Privacy policy and guidelines.

System Change
- Establishing and building upon partnerships and collaborative mechanisms across all sectors and services to identify, discuss and resolve systemic problems.
- Facilitating and brokering new policies, programs and services
- Undertaking service systems advocacy
- Promote PIR and recovery focused principles as core practice within the sector to promote overarching change within mental health systems and care providers.

Care Coordination
- Improving referral pathways that facilitate access to the range of services and supports needed by the PIR target group
- Identifying and working on opportunities for extending services
- Identifying and acting on service integration opportunities that support better consumer outcomes
- Participating in Care Coordination Meetings.
Case Management
- Identifying new and different services and supports for consumers
- Working to make existing services and supports more effective
- Brokering access to service and supports
- Facilitating access to services and supports consumers have used before and find improved ways for these services and supports to deliver
- Working with other agencies to remove service blockages and identify capacity to offer services
- Using flexible funding linked with identified goals in client direct PIR Action Plan
- Providing interim case management services whilst sourcing more suitable case management services
- Engage participants, their families and support networks in the project and develop professional and trusting working relationships
- Help participants to identify areas of need using key assessment and outcomes measurement tools.

Finance and Performance
- Ensure all service expenditure has approval in line with Mentis Assist’s Delegation Schedule policy and guidelines
- Ensure all accounting and documentation processes are accurate and within budget
- Working closely with the Senior Practice Leader, reflectively review case work practices in line with service model, performance targets and related policies, and practice guidelines
- Support the Senior Practice Leader by ensuring client service unit targets are met.

Professional Development
- Participate in fortnightly supervision with the Senior Practice Leader
- Undertake annual performance appraisals with the Senior Practice Leader and develop and implement own professional development plans
- Actively take part in training and skill building opportunities.

Administration
- Ensure the completion of Quarterly Data Collection (QDC) and other reporting requirements within set timeframes in readiness for reporting by the Senior Practice Leader, and completed to the highest standard
- Record case notes as required in line with policies and guidelines
- Ensure HR policies and procedures are adhered to
- Ensure adherence to Critical Incident Reporting
- Ensure HR responsibilities are met within set timeframes i.e. timesheets, personal and annual leave forms.
- Possess good written and verbal communication and IT skills.

Other Duties
Conduct other duties as directed.
Key Selection Criteria

Recent experience (minimum 2 years) in the human services sector, with consumers who have a diagnosed severe and enduring mental illness, multiple and complex needs (for example; poor and/or chronic health, housing instability or homelessness, dual disabilities, dual diagnosis, forensic involvement or lack of or over-accessing services), in particular working with people who have often disengaged from services.

- A demonstrated person centred, recovery focused, family inclusive practice approach that is informed by a sound understanding of mental health and illness
- Highly developed interpersonal communication skills including
- Highly experienced case management and care coordination skills
- Ability to work with both groups and one-on-one
- Effective facilitation of case conferencing and shared care planning
- Good public speaking ability i.e. to deliver case reviews and program presentations
- Relationship building with clients, carers/families and services providers which encourages role clarification, responsibilities, collaboration and strong partnerships
- Exceptional negotiation, advocacy and conflict resolution skills
- Experience working both autonomously and as part of a multi-disciplinary team across diverse inter-organisational relationships
- Experience working with people with severe and persistent mental illness in a care coordination, case management role, and providing assistance that meets the needs of the carer to sustain their carer role
- Demonstrated ability to work in a culturally sensitive manner including with Aboriginal and Torres Strait Islander and Culturally and Linguistically Diverse communities
- Proven ability to manage own workload and own time, including the establishment and achievement of priorities in work demands
- Highly developed conceptual and analytical skills, including the ability to identify and manage emerging issues, trends and risks and undertake a process of change management to achieve goals
- High level administration skills including abilities in report writing
- Knowledge of Australian National Mental Health Strategy and Mental Health Act 2014
- Demonstrated ability to work with Client Information Management Systems and other IT systems i.e. client databases, computer literacy and intermediate level of ability with Microsoft packages (Word, Email and Excel) and internet search engines.

Desirable Selection Criteria

- Demonstrated knowledge and experience of Chairing and coordinating multi agency meetings
- The ability to manage fund/budgets/brokerage/reporting accountabilities.

Acknowledgment for Receipt of Position Description

I have received a copy of the Position Description and have read and understand its contents. I understand that this Position Description is an indication of the duties and responsibilities that I may be required to undertake. From time to time, I may be required to undertake other duties within my skills and experience.

Name: (please print) __________________________________________________________

Signature: ___________________________________________ Date: ________________