

Position Description Schedule A

Navigator Mental Health Outreach Practitioner

Approved by Kate Forer | Last updated on 20/12/2022

Position overview

Position title	Navigator Mental Health Outreach Practitioner
Team	Navigator
Employment type	Fixed contract full-time
Hours per week	38 hours per week
Location	Cranbourne
Reports to	Team Leader Navigator
Direct reports	Nil

About TaskForce

TaskForce Community Agency (TaskForce) plays an important role across communities in southeast Melbourne, whether helping individuals and families due to challenges with alcohol and other drugs or family violence, or enabling people through education, training, and employment. Operating for 50 years, we aim to help realise the potential of every client, through achieving outcomes and working towards healthier lives, relationships, and communities.

Statement of commitment to Diversity & Inclusion

TaskForce is committed to providing culturally safe, inclusive, and accessible services and work environments where all individuals feel supported and affirmed. We aspire to work in solidarity and alliance with Aboriginal and Torres Strait Islander peoples and acknowledge them as the traditional owners and custodians of the land. TaskForce values diversity, inclusion and social justice and is dedicated to actively addressing discrimination and ensuring every individual is treated with dignity and respect. We honour and celebrate our differences and uniqueness in culture and linguistic background, ethnicity, sex, gender identity, intersex status, sexual orientation, age, disability status, health status and religious or spiritual beliefs.

Statement of commitment to Child Safety

TaskForce is a child safe organisation. We are committed to the safety and wellbeing of all children and young people, and ensuring they feel safe and empowered in our programs and services. We respect and listen to children and young people. We take their concerns seriously and support them to meet their potential and thrive. This is a responsibility shared by all the people who work or volunteer at TaskForce or who are part of the wider TaskForce community.



We value diversity, inclusion and equity. We support the cultural safety, participation and empowerment of Aboriginal children and young people, children and young people from culturally and linguistically diverse backgrounds, LGBTIQ children and young people, and children and young people with disability.

We do not tolerate neglect or mistreatment and have zero tolerance for abuse of any kind. Safety concerns will be treated very seriously. Where appropriate, and safe to do so, we will always discuss concerns with families, carers and the community to encourage planned and joint action. We have legal and moral obligations to contact authorities when we are worried about a child's safety, and we will follow those procedures rigorously.

Our values

- We **start with care** | We are here to meet participants where they are at, to support, empower and respect them and each other in the work we do. We commit to behaviours that demonstrate our care and compassion, bringing out the best in everyone in every interaction.
- We **always listen** | We are here to listen, to think of the whole of a person in every connection. We commit to listening, learning, responding, and adapting to the needs of our clients, our staff, and our partners.
- We are **non-judgmental** | We are here to help everyone belong; to realise their potential. We commit to supporting every person who walks through our doors or engages our services without judgment.
- We are **continuously learning** | We are here to learn, innovate and bring the highest quality of service to our participants. We commit to seeking out and sharing knowledge within and beyond our sector and from our communities, not standing still in our models of care and program offers.

Our principles

- We are **client-centred** | The voice and lived experience of clients guides our work, practice and approach.
- We are **inclusive** | We welcome everyone into our service, continually striving for equity in access.
- We are a **wraparound service** | We look beyond the one area of need, supporting participants throughout their journeys.
- We **always work together** | We recognise that we can't act alone and know collaboration internally and externally is critical to success.



About the position

Navigator

The Navigator program in the south east is a partnership between Taskforce, South East Local Learning and Employment Network, Centre for Multicultural Youth, and South East Community Links.

The Navigator program will support disengaged learners, aged 12-17 years, to re-engage with an education or training pathway. Navigator services will seek out disengaged learners and actively work with them and their support networks, providing the support required for a successful return to education. The Navigator program in the South East region is a partnership between four organisations which have worked together for 10 years on programs in the South East region. Consortium leader SELLEN assists in providing many pathways to education, further training and employment through its existing relationships and programs in the region.

Taskforce, Centre for Multicultural Youth and Southeast Community Links are specialist provider of case management and wraparound services for young people with substance abuse and mental illness problems as well as support programs for parents.

The role

The Mental Health Outreach Practitioner will provide assertive outreach support to young people and their families. The client group are young people with complex needs which may include; Substance misuse, mental illness, involvement in the Justice systems and experiencing multiple barriers to school attendance.

The Mental Health Outreach Practitioner will provide intensive therapeutic case management alongside the Navigator team, working collaboratively to address the Young Person's needs.

Key responsibilities

General

- Provide individual assertive outreach support to young people in the areas of City of Greater Dandenong, City of Casey, and Shire of Cardinia
- Provide short-term evidence-based psychological interventions to young people with mild to moderate mental health issues
- Provide assessment, support, and case management on an outreach basis to young people (and where appropriate their families) in their own environment
- Work with young people to assess their individual needs, develop goals and support them to access relevant activities, programs or services
- Undertake assessments, provide dual case management in conjunction with the Navigator team, crisis intervention, outreach, advocacy and supported referral to young people presenting with complex support needs



- Maximise flexibility in treatment and support services so that, where possible and appropriate, young people can maintain their current environment with minimal disruption to themselves and others
- Provide support and referrals to significant others to support the young person to achieve their goals
- Advocate on behalf of young people to ensure appropriate service delivery to meet their identified needs
- Liaise and consult with relevant government bodies and community agencies and develop inter-service networks and linkages to ensure appropriate and coordinated ongoing case coordination and referral processes.

Administration

- Maintain a high standard of documentation which complies with accountability structures according to professional, legislative, service contractual obligations and organisational standards. This includes:
 - Data entry & relevant reporting is accurate and up to date within reporting time frames
 - Client files and electronic records are appropriate, accurate and up to date, with all relevant information included
 - Maintain statistics and data as required
 - Draft six-monthly reports to evaluate program outcomes.

Personal development

- Develop an annual Performance Plan with your Manager. Identify one's own development needs and attend relevant training, as approved by manager
- Participate in regular individual supervision
- Participate in regular team meetings as scheduled
- Attend local network meetings.

Child and Young People Safety

- Follow and comply with TaskForce's Child Safety and Wellbeing Policy and TaskForce's Code of Conduct for Working with Children and Young People
- Support children and young people to feel safe and empowered in our programs and services
- Report concerns about a child or young person's safety to authorities (as per TaskForce policy).

Diversity and Inclusion

- Follow and comply with TaskForce's Diversity, Inclusion and Equal Opportunity Policy and TaskForce's Code of Conduct
- Support the diversity priorities as outlined by the organisation



- Not engage in discrimination or harassment of any kind.

Skills and experience

Essential qualifications

- Approved tertiary qualification in an allied health discipline, including psychology, social work, mental health nursing and occupational therapy.

Essential skills and experience

- Demonstrated experience of four years or more in implementing evidence-based psychological interventions to young people to meet the needs of young people with psychological issues. (for example needs assessment, goal setting, referral, counselling, advocacy and support).
- Demonstrated advanced knowledge of the physiology of addiction and the developing brain
- Advanced group facilitation skills
- Proven ability to effectively work with young people and families experiencing problematic alcohol and other drugs use in a respectful, compassionate and positive manner
- Excellent administration skills including developing case plans, professional case noting, writing reports and effective time management skills
- An understanding of Child First and Child Protection services
- Capacity to work within an Outreach model of service delivery
- Demonstrated ability to assess risk and implement strategies that will keep self and young person safe and ensure duty of care obligation to young people and family
- High level skill in liaising with stakeholders and service providers to form effective working relationships, develop networking opportunities and referral systems
- Understanding of services within the South East Melbourne area, as well as current local youth issues and psychosocial issues affecting young people and the barriers to education
- Well-developed communication skills, both written and verbal, including the ability to participate in case plan meetings and the ability to work flexibly and cooperatively across a consortium
- Extensive experience engaging and supporting families to meet the needs/goals of the young person (primary client)
- Proven ability to collaborate effectively with clients, families, colleagues, stakeholders and other service providers.

Other essential elements

- Demonstrate understanding of the importance and application of inclusive practice when working with people from diverse communities, such as cultures, genders, sexualities, bodies, abilities, spiritualities, ages and backgrounds



- Be able to self-regulate and self-monitor own behaviours, practice self-reflection at all times, display a commitment to realistically assess own personal strengths, limitations, biases, and effectiveness, and remain open to feedback and constructive criticism

Desirable requirements

- Current registration with the Australian Health Practitioner Regulation Authority (AHPRA) OR current full membership or eligibility for membership with the Australian Association of Social Workers (AASW)

Terms and conditions

- The position is for a contract period ending 31 December 2023 with the opportunity to extend, subject to the continued availability of funding.
- The incumbent will be provided with a mobile phone and access to the use of a pool vehicle for business travel.
- Employment conditions are in accordance with the Social, Community, Home Care and Disability Services Industry Award 2010 (Level 5).
- As an organisation with public benevolent institution (P.B.I.) status, TaskForce offers all staff the opportunity to take up generous Salary Packaging.

To be employed in this position a person must:

- Be prepared to travel between the sites to meet the requirements of the job and to work out of various partnership locations
- Undergo a Police Check and a Working with Children Check. Offers of employment are subject to the results of these checks
- Hold a current driver's license
- Familiarise themselves with, and observe all TaskForce business, community, therapeutic and human resources policies, procedures and practices
- Complete the TaskForce Online Induction within the first week of employment
- Participation in family violence identification and risk assessment training
- Comply with and support TaskForce's commitment to Diversity and Inclusion and Child Safety as detailed in this position description
- Follow TaskForce's codes of employee conduct, promote the interests and reputation of the agency and refrain from acting in way that would conflict with the best interests of TaskForce.

