

Aboriginal & Torres Strait Islander Mental Health Traineeship (Identified)



The purpose of this position

The **purpose** of the position is to undertake a TAFE NSW Diploma of Community Services course and under supervision and as part of a multidisciplinary team, use strength-based frameworks to support young people with, or at risk of, mental illness.

About the position

- This position is within Child, Youth & Families directorate.
- This position **reports to** the Team Leader.
- This position allows for flexibility.
- ☐ The position leads a team.
- The position is designated Band 7 under the ***Schedule of Authorities and Delegations***.
- The position is a: ☐ Budget holder ☐ Has designated revenue or billing targets.
- This position maybe advertised externally as Community Services Trainee.

Key areas of responsibility

- Support team members to provide culturally appropriate care to Aboriginal and Torres Strait Islander clients and the wider community with a focus on social and emotional wellbeing.
- Support and participate in activities related to promotion of mental health and prevention of mental illness.
- Provide and facilitate improved access to Mental Health services for Aboriginal and Torres Strait Islander people and the wider community, using knowledge of support services to engage clients and refer to appropriate services where required.
- As required, advocate and advise on behalf of Aboriginal and Torres Strait Islander clients at referral, assessment and closure to ensure that client needs are met.
- Work collaboratively with families, communities, Government and non-Government agencies, Benevolent staff and relevant support services to ensure clients' needs are met.
- Document and create reports on client services and client changes using technology and paper-based systems in a clear, logical, understandable and timely way in accordance with policies and procedures.
- Advise the Team Leader of any significant changes or concerns regarding the client, their home environment, wellbeing, their services, or other risks, as soon as possible.
- Make mandatory reports to the community services helpline when assessed as necessary, in consultation with the Team Leader or Manager.
- Work in accordance with the Professional Governance Framework to ensure the services and support we provide to our clients and each other are person centred, connected, effective and safe.
- Respect and promote human rights and diversity and commitment to building an inclusive culture. Welcome diversity in all its forms. Value relationships with our local Aboriginal community and welcome applications from its members.

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Key outcomes

When things are going well, we would expect to see these outcomes:

- Completion of Diploma modules as outlined by TAFE NSW and completion of Benevolent mandatory training.
- An understanding of the local community services sector, particularly mental health support services and networks and an emerging knowledge of intervention to support improved mental health.
- Effective engagement with clients under the direction of Benevolent team members.
- Foundational skills of case note writing, and referral, assessment and closure processes supported by understanding of relevant practice frameworks, policies and procedures.
- Client work is planned, coordinated and well documented.

Key Capabilities

Essential criteria

- Must be of Aboriginal or Torres Strait Islander (The Benevolent Society considers that being Aboriginal and/or Torres Strait Islander is a genuine occupational requirement under s14 of the Anti-Discrimination Act NSW 1977 / s25 of the Anti-Discrimination Act QLD 1991).
- Commitment to undertake and complete the Diploma in Community Services course through TAFE NSW (Dubbo College or Virtual Classroom).
- Commitment to meet performance targets as set out in the TAFE NSW Trainee Workload and Development Guidelines.
- Demonstrated effective written, computer and oral communication skills.
- Current Licence to drive in NSW.

Key attributes

- Willingness and commitment to increase knowledge of and apply, regulatory and compliance frameworks relating to the service.
- Understanding, through work or lived experience of mental health and community support services.

People who know this position say that

People who know this position say the things that might make your day are:

- Clients feeling safe, finding solutions and exiting the program with their goals met.
- Outcomes for clients are maximised through a collaborative approach where practice experience and services across the team, The Benevolent Society and our partners are brought together to achieve better overall outcomes.
- Successful completion of diploma modules and application of learning.

People who know this position say some key challenges you might experience are:

- Dealing with expectations regarding services and outcomes, from clients, staff, funding providers and other stakeholders.
- Not being able to always achieve the most desired outcome for a client.

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- Supporting staff and clients in emotionally challenging circumstances, while maintaining own wellbeing.
- Balancing competing deadlines and priorities within required timeframes.

Work and flexibility

While The Benevolent Society has great tools to connect us remotely, sometimes we will need to connect in person. This means we need to travel on occasion.

This position may require:

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| ☒ Overnight travel/stays. | ☐ Weekend work. |
| ☒ Travel between office locations/regions. | ☐ Evening work. |
| ☒ Travel to clients (varied locations). | ☒ Special event support. |
| ☐ Use of own registered, insured (comprehensive) motor vehicle. | |
| ☒ Use of TBS pool cars. | |

Key relationships

We work collaboratively with others. This position works closely with:

Within The Benevolent Society:

- Other team members
- Team Leaders, Deputy Manager, Manager
- Practice Partner

Outside The Benevolent Society:

- TAFE NSW
- Clients
- Families, carers and other stakeholders
- Community Partners, service providers and agencies
- Wrap around services such as schools, allied health services, out of home care providers

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