

# Position Description

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| <b>Title</b>           | Mental Health & Wellbeing Worker                         |
| <b>Business Unit</b>   | AOD, Mental Health & Carer Services                      |
| <b>Location</b>        | Cheltenham (various sites within Middle South Catchment) |
| <b>Employment type</b> | Full Time, Maximum Term                                  |
| <b>Reports to</b>      | Team Leader, RESTART                                     |

## About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land.

We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

**Our purpose:** To inspire people, enliven communities and confront injustice

**Our values:** We are imaginative, respectful, compassionate and bold

### 1. Position purpose

The Mental Health & Wellbeing Worker will provide an outcome focused, time limited form of mental health recovery modelled service delivery, particularly to people whose mental health has been impacted by the COVID-19 pandemic. Through individual program planning, the position will support participants' lifestyle choices and assist participants to develop skills and strategies to better manage their mental health. This role requires a very sound knowledge and understanding of the Principles and Practices of the National Framework for Mental Health & AOD services.

### 2. Scope

**Budget:** nil

**People:** nil

### 3. Relationships

#### Internal

- All Uniting staff and volunteers

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#### External

- Area mental health service teams and other community services
- Local Government areas of Kingston, Glen Eira and Monash
- Clients and their families and support networks

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## 4. Key responsibility areas

### Service delivery

- Engage with clients to undertake a comprehensive mental health assessment, whilst developing a trusting and professional relationship that supports clients to reach their mental health goals
- Develop and implement supports in response to the impact of COVID-19 on people's mental health and wellbeing
- Utilising a Recovery /Counselling framework, work collaboratively with clients, carers, family and other supports to identify their needs, set goals and develop a plan to meet those goals and regularly review progress towards their identified goals
- Collaborate as a member of the Community Mental Health Team in the delivery of mental health services. A variety of psychosocial supports are provided to clients and/or carers, individually and in groups, to achieve the client's goals
- Effectively manage a Caseload as required by demands of the program ensuring that clients and carers are provided with timely services in keeping with agreed assessments and Individual Recovery Plans, enabling step-up-or-step-down care appropriate to client needs
- In consultation with the client, carers and family; assess, design and review the client's recovery /individual plan.
- Collaborate with other supports in the planning of comprehensive support, risk management, crisis management and exit plans with the clients individual Recovery Plan/Support Plan
- Encourage and support clients to access and remain engaged with their psychosocial rehabilitation, physical health care and social support services.
- Provide direct practical support to clients to support development/maintenance of independent living skills
- Assist clients to resolve and/or reduce barriers to stable self-care with low intensity community supports or access higher intensity/duration supports to achieve therapeutic outcomes
- Assist clients to participate in recreational activities and the cultural life of their community by supporting them to develop interpersonal skills
- Ensure that Exit Planning is discussed with clients at commencement of services to ensure clients are aware of program limitations and to ensure recovery practices are aligned with the parameters and timeframes of the program
- Ensure services are delivered in compliance with relevant accreditation, Program Guidelines, standards and policies, and that service targets are met.
- Work effectively and authentically as part of a team in assisting clients to engage with the practices associated with the Recovery/Counselling Model.
- Develop and maintain effective relationships within the team and with external stakeholders to ensure clients receive the highest quality, coordinated service.
- Develop and maintain effective community partnerships (in consultation with program management and leadership) which contribute to group program planning and service delivery.
- Cooperate closely with team members in order to ensure continuity of care and provision of a comprehensive service to clients.
- Develop and maintain effective partnerships with key stakeholders of the program to support a co-designed model and recovery focussed service
- Work to support collaboration with clinical mental health services and other key stakeholders to achieve program outcomes
- Actively participate in team meetings, decision-making processes and service planning sessions, supervision and staff development activities. Contribute to the further development of best practice by informing policies and project submissions

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### Mental Health & Wellbeing Worker

- Ensure that strong networks are established, maintained and measured by stakeholder satisfaction and achievement of program targets.
- Conduct community education sessions on mental health and wellbeing

#### Administration

- Collect, collate, and maintain client notes on Client Management System ensuring that all client notes are entered in a timely and accurate manner.
- All organisational accountability and reporting requirements are met in an accurate and timely manner. Complete regular reports as required.
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#### Quality and risk

- Actively participate in regular supervision processes, staff meetings, program planning, professional development sessions and staff training as required. Participate in annual Individual Performance and Development Review.
- Contribute to an inclusive workplace environment and culture which supports diversity, develops teamwork and ensures the provision of quality services for clients. Participate in regularly evaluating the effectiveness of the service in consultation with clients.
- Contribute to Continuous Improvement activities, accreditation processes and quality improvement processes.

#### Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position.
- Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and/or young people.
- Declare any potential or actual conflict of interest that you become aware of through the course of your engagement:
  - Based on a relationship with a current member of Uniting's workforce
  - Based on my ongoing work with another organisation

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## 5. Performance indicators

- Delivery of Psychosocial Supports: Collaborate as a member of the Community Mental Health Team in the delivery of Psychosocial Community Supports. A variety of psychosocial supports are provided to clients and/or carers, individually and in groups, to achieve the goals of the clients and the program.

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- Services are delivered in compliance with relevant accreditation, Program Guidelines and Uniting standards and policies, and targets are met.
- Stakeholder Management -There is regular and effective communication with the Team Leader, mental health clinicians, peer workers and referral partners.
- Strong networks are established, maintained and measured by stakeholder satisfaction and achievement of program targets.
- Service Provision- A client caseload is managed effectively, and clients and carers are provided with timely services in keeping with agreed assessments and Individual Recovery Plans, enabling step-up-or-down care appropriate to client needs.
- Collaboration with clinicians and peer workers is genuine and effective.
- Reporting - Sufficient metrics are captured and monitored in order to provide accurate and timely reports.

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## 6. Person specification

### Qualifications

- Relevant degree in Social Work, OT, Psychology, Counselling or equivalent qualifications - highly desirable
- Certificate IV in Mental Health and/or Certificate IV in Alcohol and Other Drugs - Essential

### Experience

- Sound discipline knowledge, including the underlying principles of mental health recovery support, gained through experience, education and/or training.
- Minimum of 2-year post qualification in a community mental health program
- Knowledge of the statutory requirements related to community mental health support services.

### Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values.
- Strong skills and knowledge of Mental Health in the Psychosocial Model of Health
- Ability to collaborate effectively with clients, families, colleagues, stakeholders and other service providers
- Preferred experience in Mental Health and/or AOD sectors
- Ability to deliver community supports within a Transdisciplinary Mental Health framework
- Ability to work effectively within a team environment
- Ability to communicate effectively with other professionals, families and the community
- Understanding and commitment to participation in clinical supervision
- Understanding of clinical adult (16-65) mental health assessments and plans
- Ability to adjust work practices according to clinical and performance feedback
- Strong consultative skills to make timely decisions
- Good computer and data skills
- Capacity to share information, participate in and contribute to team discussions
- Capacity to assist with the resolution of client and colleagues' problems
- Capacity to build knowledge of client issues and requirements to improve practice

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## 7. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working with Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

**Position Description**  
**Mental Health & Wellbeing Worker**

This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.

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**8. Acknowledgement**

**I have read, understood, and accepted the above Position Description**

**Employee**

Name:

Signature:

Date: