

Position Description

Title	Mental Health & Wellbeing Worker
Business unit	Western Community Services – Mental Health
Location	185 Baillie Street, Horsham
Employment type	Full time & part time Maximum term until 30 June 2024
Reports to	Team Leader Mental Health

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 provides an outcome focused, time limited form of mental health recovery modelled service delivery. 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, access community resources, enhance their everyday living skills, and to achieve their mental health and wellbeing goals.

This role requires a very sound knowledge and understanding of the Principles and Practices of the National Framework for Recovery-Oriented Mental Health Services and brings specialist knowledge and skills in Psychosocial Recovery.

The position will provide support to participants across all Mental health programs which is inclusive of all age groups dependant on individual program requirements.

2. Scope

Budget: Nil

People: Nil

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3. Relationships

Internal

- All Uniting staff and volunteers
- Clinical staff
- AOD staff
- Uniting Youth Residential services
- Headspace

External

- Area Mental Health Service, Mental Health Team and other community services agencies.
 - Local GP's
 - Local Psychologists/Counsellors/Psychiatrists and allied health professionals
 - NDIS/NDIA
 - Latrobe Community Health
 - Employment providers
 - Support coordinators
 - CALD community groups
 - Education providers
 - Orange Door
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4. Key Responsibility Areas

Service Delivery

- 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 individual needs
- Develop and implement supports in response to the impact of COVID-19 on people's mental health and wellbeing
- Utilising a Recovery Framework, work collaboratively with participants, carers, family and other supports to identify their needs, set goals and develop a plan to meet those goals and regularly review progress.
- 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 individuals and/or carers, 1:1 and in groups, to achieve the goals of the clients and the program
- Provide support to participants as they navigate through the NDIS process and then provide specific supports according to the participant NDIS Mental health goals.
- Collaborate with other supports in the planning of comprehensive support, risk management, crisis management and exit plans.
- Utilise a range of outcome tools including LSP 16; Honos: Recovery Star; K10; Shared Support Plan
- Support participants in facilitating their own recovery from mental illness by enabling empowerment and choice and the promotion of personal resilience and social inclusion.
- Assist participants 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
- Ensure that Exit Planning is discussed with participants at commencement of program and ensure recovery practices are aligned with the parameters and timeframes of the program
- Provide collaboration and support to team members to facilitate Mental health week, local community celebrations and events, and provide input and collaboration to Uniting working groups as required, such as OH&S, CALD, LGBTQI, lived experience consumer group.

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- Develop and maintain effective partnerships with key stakeholders (in consultation with program management and leadership) which contribute to group program planning and service delivery to support a co-designed model and Recovery focused service.
- Work in collaboration with clinical mental health services and other key stakeholders to ensure clients receive the highest quality, coordinated service and 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
- Conduct community education sessions on mental health and wellbeing
- Additional duties as required to meet program needs.

Administration

- Maintain client case notes and documentation in the Client Management System ensuring that all notes are entered in a timely and accurate manner and are of high standard in accordance to Uniting policy guidelines and best practice standards.
- Meet KPI's as required by the program guidelines, (including recording NDIS billable hours, writing reports and maintaining a required level of direct client hours)
- Maintain and review all required administration tasks required by the program including monthly or quarterly reports, statistical and other information in a timely and accurate manner.

Quality and Risk

- Promote a continuous learning environment that responds to the needs of service users.
- Identify and participate in professional development that ensures the continuing high quality delivery of services.
- Actively participate in regular supervision and annual performance plan reviews.
- Assist with and support internal and external audit processes.
- Contribute to operational planning including long term planning to improve services and outcomes.
- Support desirable change initiatives aligning to Uniting's corporate direction.
- Work equitably with participants with respect for each individual's right to dignity, privacy, independence and respect.
- Ensure services are delivered in compliance with relevant accreditation, Program Guidelines, standards and policies, and that service targets are met.

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

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- 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. Person Specification

Qualifications

- Minimum Certificate IV in Mental Health and/or Certificate IV in Alcohol and Other Drugs or Peer Work
- Degree level qualifications in Social Work, Occupational Therapy, Counselling or equivalent qualifications highly desirable

Experience

- Sound discipline knowledge, including the underlying principles of mental health recovery support, gained through experience, education and/or training
- Knowledge of the statutory requirements related to community mental health support services
- Experience working with people with mental health issues

Core Selection Criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values
 - Sound knowledge and understanding of Mental Illness and impact of this on people's mental health and wellbeing
 - Sound knowledge and understanding of the Mental Health Recovery Model
 - Understanding of the principles that underpin mental health recovery support
 - Sound knowledge of the NDIS processes and the impact of this for people with mental illness
 - Proven reporting, time management, professional case noting and administrative skills
 - Demonstrated commitment to professional development
 - Ability to collaborate effectively with clients, families, colleagues, stakeholders and other service providers
 - Ability to convey warmth, openness, empathy and concern for the welfare of clients
 - An understanding of the issues related to marginalised groups and a commitment to working with these groups
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6. 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. It is a condition of employment that all eligible workforce receive the COVID-19 vaccination and supporting evidence may be requested in order to perform duties at any of Uniting's workplaces.

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

7. Acknowledgement

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

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Employee

Name:

Signature:

Date: