

Position Description



Title	Senior Support Worker Mental Health – Supported Independent Living (SIL)
Business Unit	Scottsdale Residential Service
Location	51 Alma Road, St Kilda
Employment type	Ongoing Full Time
Reports to	Team Leader

1. 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

2. Position purpose

The Supported Independent Living Scottsdale Residential Service provides a 24 hours per day, 7 days per week residential service funded under NDIS or fee for service. The service is located in St Kilda, is staffed by Mental Health Support Workers and delivers a service that aligns with our Uniting values.

The aim of the Scottsdale Residential Service is to:

- Provide support to participants who have an experience of mental illness and associated psychiatric disability to live independently in a community residential setting;
- Support participants to achieve their recovery goals that are aligned with their NDIS goals, through one on one support and group work facilitation.

This role will support participants to achieve independent living by delivering psychosocial support to:

- Improve capacity for self-management of their mental illness;

Approved by: (position [see delegations of authority policy])	Page 1 of 6	Division:
Date Approved: <Date>	Printed copies of this document are not controlled.	Next Review Date: <Date>

Position description

Senior Support Worker Mental Health SIL - Scottsdale



- Develop the knowledge and confidence to make decisions and choices about their support needs;
- Enhance adaptive coping skills and decrease self-harming behaviour;
- Learn or relearn skills and develop the confidence required for activities of daily living;
- Improve social and relationship skills and develop/strengthen family and social networks;
- Develop and consolidate links with educational vocational training and employment opportunities;
- Adopt a healthy lifestyle and minimise/reduce behaviours that are, or likely to be, harmful;
- Access and engage with the range of supports such as natural supports, clinical treatment, physical healthcare and housing services, that can be sustained, and
- Contribute to the effective operations and maintenance of the facility to ensure the residence is clean, orderly, well maintained and welcoming to participants.

As the Senior Support Worker, this position has responsibility for working in conjunction with the Team Leader in the development and management of residential rosters, provision of secondary consultation to resolve complex participant issues, on-call after hours' rosters' and for the provision of medication monitoring to participants.

3. Scope

Budget: Nil

People: Nil

4. Relationships

Internal:

- Program staff
- Other Uniting staff

External:

- Collaborative partnerships within the local community, health and other service providers.
 - Participants, their family and other supports
 - Other key stakeholders
-

5. Key responsibility areas

Provision of Direct Service Delivery

Working under the support and direction of the Team Leader and on the basis of a rotating 24 hours per day, 7 days per week roster:

- Work with participants to develop trusting and professional relationships that supports participants to achieve their goals, as set out within their NDIS plan and/or Supported Independent Living quote;
- Engage with participants to fully understand their need for assistance from local service providers within clinical services, physical health, education and employment, eligible entitlements and benefits, housing, transport, recreation and social connections;
- Make linkages and build relationships and referral pathways to maintain or create a range of local supports for participants that

Approved by: (position [see delegations of authority policy])	Page 2 of 6	Division:
Date Approved: <Date>	Printed copies of this document are not controlled.	Next Review Date: <Date>

Position description

Senior Support Worker Mental Health SIL - Scottsdale



facilitates them to live the life of their choosing in their own community;

- Provide support that is individually tailored to meet participant needs and is relevant to what the participant is being funded to receive. This will include, but not limited to:
 - Understanding and managing participant's own mental health;
 - Developing daily living skills and capacity for self-care;
 - Crisis and incident management;
 - Addressing stigma and managing issues arising from trauma;
 - Managing physical health;
 - Supporting the management of drug and alcohol issues;
 - Providing support to participant to maintain or create meaningful activity through participating in community life, including education and employment;
- Purposefully engage with participants using techniques including:
 - Brief intervention
 - Motivational interviewing and coaching
 - Trauma informed practice
 - Family inclusive practice
 - Conflict resolution
- Provide medication monitoring to participants;
- Group-Work: Plan and develop group-work programs that will assist participants to build their skills with a focus on their recovery. Deliver group-work programs as the Lead/Co-facilitator and evaluate and review group-work programs;
- Facilitate, as appropriate, the engagement and maintenance of family and carer relationships;
- Support family and carer roles through understanding their concerns and the provision of information, education and referrals.
- Participate in on-call after hours roster;
- Participate in after-hours sleepover shifts.
- Other duties as directed.

People and Teams

- Actively participate in the Annual Performance Development and Review and regular supervision processes, staff meetings, program planning, professional development sessions and staff training as required;
- In collaboration with the Team Leader, participate in the development and management of residential staffing rosters;
- Provide the team with secondary consultation to resolve participant issues in the absence of the Team Leader.

Collaboration and Partnerships

- Work effectively and authentically as part of a team in assisting participants to engage with the practices associated with NDIS and the Recovery Model;
- Co-operate closely with team members in order to ensure continuity of care and provision of a comprehensive service to participants;
- Contribute to an inclusive workplace environment and culture which supports diversity, develops teamwork and ensures the provision of quality services for participants.

Approved by: (position [see delegations of authority policy])	Page 3 of 6	Division:
Date Approved: <Date>	Printed copies of this document are not controlled.	Next Review Date: <Date>

Position description

Senior Support Worker Mental Health SIL - Scottsdale



- Develop and maintain effective relationships within the team and with external stakeholders to ensure participants receive the highest quality, co-ordinated service;
- Make linkages and build relationships and referral pathways to maintain or create a range of local supports for participants that facilitate them living the life of their choosing in their own community;
- Develop and maintain effective community partnerships (in consultation with Program Management and Leadership) which contribute to group-program planning and service delivery.

Residential Facility Operations & Maintenance

Contribute to the day to day operations and maintenance of the residential service through undertaking a range of duties including, but not limited to:

- Preparing rooms for new participants;
- Ensuring all communal areas are home-like and welcoming at all times;
- Food shopping and meal preparation;
- Performing housekeeping and cleaning duties as per the checklist;
- Performing and documenting routine inspections and maintenance activities and notifying management of deficiencies or repair needs;
- Other duties as directed.

Quality and Risk Management

- Ensuring that all reasonable steps are taken to protect personal safety at work and avoid adversely affecting health or safety of any other person at the work place;
- Ensuring that all legal and statutory requirements relating to the position are met including health and safety, MSDS, management of chemicals and cleaning supplies, serious incidents and reportable conduct;
- Manage reporting requirements in line with advice from Team Leader;
- Foster a culture where risks are identified and properly managed.
- Contribute to continuous improvement activities, accreditation processes and quality improvement processes.

Administration and Data Reporting

- Collect, collate, and maintain residents notes on the Uniting Client Management System, ensuring that all resident notes are entered in a timely and accurate manner;
- Complete all organisational accountability and reporting requirements in an accurate and timely manner.

Personal Accountability (Lead by Example)

- Behave, and encourage behaviour of others, that is in accordance with Uniting's values and behaviours– **Imaginative, Respectful, Compassionate** and **Bold**.
- Comply, and ensure team compliance, with the Uniting Code of Conduct, Delegations of Authority, all protocols, policies and procedures and applicable government legislations and standards.
- 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.

Approved by: (position [see delegations of authority policy])	Page 4 of 6	Division:
Date Approved: <Date>	Printed copies of this document are not controlled.	Next Review Date: <Date>

Position description

Senior Support Worker Mental Health SIL - Scottsdale



- 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.

6. Performance indicators

- All services are delivered in compliance with relevant Accreditation, Program Guidelines and Uniting Standards, Policies and targets are met;
- Delivery of Psychosocial Supports – Collaborate as a member of the SIL Team in the delivery of Psychosocial Supports. A variety of psychosocial supports are provided to participants and/or carers, individually and in groups, to achieve the goals of the participants and the program;
- Stakeholder Management - There is regular and effective communication with the Team Leader, Mental Health Support Workers and referral partners;
- Service Provision – The participant's workload is managed effectively and participant and carers are provided with timely services in keeping with agreed assessments and Individual Recovery Plans;
- Collaboration with all workers is genuine and effective;
- Reporting - Accurate and timely reports are provided in line with reporting timelines.

7. Person specification

Qualifications

- Relevant tertiary qualification (minimum Certificate IV) in Mental Health and/or Welfare.

Experience

- Experience and expertise in working directly with people with mental health issues, complex needs and with their families and carers;
- Demonstrated staff supervision preferred;
- Demonstrated ability to deal with challenging participants and complex issues preferred;
- Proven ability to work autonomously and as a member of a team;
- Demonstrated ability to plan and prioritise to meet service delivery requirements;
- Demonstrated experience in documenting participant notes, reporting and working with a variety of electronic systems;
- Demonstrated understanding of available community services, networks and supports;
- Awareness and understanding of the NDIS System;
- Competencies in dual diagnosis;
- Working knowledge of the relevant legislation, related policy and awareness of current trends in mental health service delivery;
- Understanding of Recovery Frameworks and Social Model of Health;
- Understanding of dual disability, dual diagnosis and hard-to-reach target groups;

Approved by: (position [see delegations of authority policy])	Page 5 of 6	Division:
Date Approved: <Date>	Printed copies of this document are not controlled.	Next Review Date: <Date>

Position description

Senior Support Worker Mental Health SIL - Scottsdale



- Knowledge of the mental health service system;
- Housekeeping and maintenance experience is desirable.

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting’s values;
- Strong skills and knowledge of Mental Health in the Social Model of Health;
- Ability to manage challenging participants and resolve complex issues
- Ability to collaborate effectively with participants, families, colleagues, stakeholders and other service providers;
- Demonstrated ability to work effectively within a team environment;
- Effective communication skills and with the ability to communicate effectively with other professionals, families and the community;
- Good understanding of clinical adult (16-65yr) Mental Health Assessments and Plans;
- Ability to adjust work practices according to clinical and performance feedback;
- Strong consultative and decision making skills;
- Good computer and data skills;
- Ability to contribute to team discussions;
- Demonstrated ability in issues resolution;
- Capacity to build knowledge of participant issues and requirements to improve practice;
- Working with Children’s Check;
- Valid Victorian Driver’s Licence;
- A preparedness to travel within the Melbourne metropolitan regions to meet the requirements of the role and to work out of various locations as required.

8. 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 Working With Children Check (in Victoria) and/or Working With Vulnerable People Check (in Tasmania) **prior** to commencement of any paid or unpaid work and/or participation in any service or undertaking.

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

9. Acknowledgement

I have read, understood and accepted the above Position Description

	Employee	Manager
Name:		
Signature:		
Date:		