

Position Description

Title	Hearing Voices Research Worker
Business Unit	Voices Vic
Location	211 Chapel Street, Prahran
Employment type	Ongoing, Part Time (0.8 FTE)
Reports to	Program Manager

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

Voices Vic is a state-wide award winning and research supported specialist program led by peers with lived experience in hearing voices & mental health, improving the wellbeing and recovery of people who hear voices.

Voices Vic provides dynamic peer led recovery groups, mentoring, youth project, one-on-one support & facilitate trainings across Australia for organisations and individuals who work with people who hear voices.

The Hearing Voices Research Worker will be responsible for:

- Setup, develop and delivery of the research project for the Youth Program at Voices Vic
- Evaluating the efficacy of hearing voices groups & trainings for young people.

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2. Scope

Budget:

Nil

People:

- Program Manager
 - Group Network Coordinator
 - Peer Worker
 - Peer Support Facilitator
 - Youth Facilitators
 - Marketer
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3. Relationships

Internal

- Supervisor
- Uniting Staff
- Volunteers
- Participants of groups and trainings

External

- Participants & Carers
 - Youth services, Headspace, Wellways, Carers Victoria, Department of Health & Human Services, Tandem, SHARC, VMIAC, Swinburne University, Primary Health Care Networks, Monash Health, St Vincent's & Alfred, North Western Mental Health Services
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4. Key responsibility areas

Service

Development

- Setup & design the system and processes to conduct qualitative research on Youth Hearing Voices support groups
- Manage and evaluate the research/outcomes of the Hearing Voices Groups
- Co-collaborate with young voice hearers to contribute to the development of a 6-week skills building course for voice hearers, that will be delivered through youth services
- Manage and evaluate the outcomes of the 6 -week skills building course
- Develop data entry processes for Voices Vic team
- Contribute to the marketing plan based on research findings from the Youth Hearing Voices Groups
- Design qualitative research based on the implementation of Hearing Voices Approach Trainings delivered to health services
- Assist with the development of youth resources packs for young voice hearers, organisations, families and youth workers
- Work with the Voices Vic Program Manager and other team members to develop an overall strategy for the future of Voices Vic youth hearing voices project

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Service Delivery

- Conduct research on the recovery outcomes of hearing voices peer support groups
- Assess qualitative outcomes of embedding the Hearing Voices Approach (through training and ongoing support and mentoring of youth) into services
- Present on the Hearing Voices Approach at relevant industry conferences and tertiary institutions on the project's findings, learnings benefits
- Assess evaluations & feedback from Hearing Voices groups, training courses, & information sessions and work alongside Voices Vic team to enact appropriate modifications
- Ensure project objectives are being met by identifying and addressing any potential/emerging issues for the Voices Vic team
- Assist with the preparation of reports, submissions or grant applications that result from the project
- Assist with Voices Vic's general data management and other related research and administrative activities

Job Requirements

- Undertake Voices Vic training to gain a thorough understanding of the program's work, methods and approach.
- An understanding of the Mental Health sector
- Experience designing, developing and evaluating research
- Complete other duties as requested by Program Manger
- Attend relevant Uniting staff training & engage in Uniting support services, as required
- Contribute to general administration & enquiries for Voices Vic

People and Teams

- Collaborate, cooperate and communicate respectfully with other team members
- Assist team members to learn and contribute to the collection of data at Voices Vic
- Undertake monthly regular supervision and performance review with program manager
- Promote and maintain a positive, respectful and enthusiastic work environment
- Provide guidance, mentoring and advice to new volunteers following Uniting's onboarding process
- Perform the highest level of professional conduct in alignment with Uniting's values.
- Participate in monthly team meetings.
- Work within program budget.
- Engage in self-care activities
- Be committed to the continuous quality improvement of the program

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Personal Accountability

- Compliance with Uniting's Code of Conduct, values, 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 (as far as reasonably practicable).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to (if safe to do so) 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.

5. Performance indicators

Achievements

- Conduct research and acquire qualitative outcomes to include in information & training sessions delivered to a minimum of 4 Health Services across Victoria in the Hearing Voices Approach
- Develop research strategy and evaluation of Youth Hearing Voices Groups in Victoria
- Collaborate with young voice hearers to Develop of a 6-week skills building course for voice hearers
- Develop youth resources pack for young voice hearers, families and youth workers
- World first evaluation of youth hearing voices peer support groups which will help advocate for government funded programs
- Present on the Hearing Voices Approach at least 1 relevant tertiary institution and industry conference
- Ensure a minimum of 16 Youth participants partake in the in the Hearing Voice Groups
- Contribute to the reduction in the stigma of voice hearing within the general community and amongst students, carers, youth workers and services
- Voice hearers learn to accept, work with and cope with the voices that can provide for self-acceptance and a more positive relationship and less distress with their voices

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6. Person specification

Qualifications

- Certificate in office administration or relevant tertiary qualifications/education/training in managing research databases.

Experience

- Relevant experience working with designing, managing and delivering research projects (preferably in the mental health sector)
- Experience and knowledge of being a user of the Mental Health system, either public or private.
- Skills in engagement, collaboration and networking with other health services
- An understanding and/or completion of training of the Hearing Voices Approach and philosophy (desired)
- Ability to work within a team and manage time efficiently
- Strong understanding of the needs and issues facing young people experiencing severe and enduring mental illness
- Previous experience working with voice hearers (desired)

Core selection criteria

- Excellent written & communication skills and high ability in relation to working with Microsoft Windows, Microsoft Office and client database applications.
 - Ability to prioritise multiple tasks and meet deadlines; data management, capacity to work in a team and independently.
 - Excellent administrative, organisational and record keeping skills
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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 to your State 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.

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8. Acknowledgement

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

	Employee	Manager
Name:		
Signature:		
Date:		