

# POSITION DESCRIPTION

**Position Title – Mental Health Support Worker**

<b>Position Purpose</b>			
The position is responsible for providing recovery-oriented support to clients including in relation to social supports, links to mental health treatment, housing and employment services and a quality lifestyle in the community consistent with LWWHC’s vision and strategy and quality framework. The position also has a role in developing and maintaining positive, collaborative relationships with external stakeholders.			
<b>Division:</b>	QLD	<b>Reports to</b>	Coordinator/Senior Support Worker/Practice Manager
<b>Internal Relationships:</b>	Therapists, Administration	<b>External Relationships</b>	Customers and other stakeholders
<b>Delegation of Authority</b>		<b>Category</b>	Therapy
<b>Employment Contract</b>	Flexible options	<b>Award</b>	Industry Awards

**Organisation**

<b>LWWHC’s Mission</b>	LWWHC's mission is to assist people in need to better manage their issues and worries in a culturally appropriate way through counselling and allied health collaboration model so that they increase the ability of resilience and maintain physical and psychological health wherever they live.
<b>LWWHC Intro</b>	<p>LWWHC is a growing clinic with professional, customer-centric, collaborative focus. Our vision is to build a better and stronger mental health resilient community by effectively supporting people with mental health issues and practically training mental health clinicians. Our goal is to assist people in need to better manage their issues and worries in a culturally appropriate way through counselling and allied health collaboration model so that they increase the ability of resilience and maintain physical and psychological health wherever they live.</p> <p>Our work environment includes:</p> <ul style="list-style-type: none"> <li>Modern A grade office setting</li> <li>On site free parking</li> <li>Complimentary drinks and kitchen usage</li> <li>24/7 office access</li> <li>On site Cafe and Gym</li> <li>nearby GP clinics and shopping centres</li> <li>Close to public transport</li> <li>Work-from-home options</li> <li>Career growth opportunities</li> <li>On-the-job training</li> <li>Flexible working hours</li> <li>Safe work environment</li> <li>Supportive workplace culture</li> </ul>

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<b>Key Function</b>	<b>Key Accountabilities, Responsibilities &amp; Deliverables</b>
<b>Service Provision</b>	<ul style="list-style-type: none"> <li>• LWWHC is a party to the new Modern Award and the terms and conditions of employment are contained in the organisations Contract of Employment which reflects the Award.</li> <li>• The position works normal business hours but may be expected to work outside these hours in the performance of the role commensurate with the remuneration and responsibilities of the role. Hours of work also reflect LWWHC's family friendly philosophy. Some travel may be required.</li> <li>• The position is subject to a 6-month probationary period and annual performance reviews if applicable.</li> </ul>
<b>People Leadership</b>	<ul style="list-style-type: none"> <li>• Contribute to maintaining an effective team.</li> <li>• Actively support the clinical and professional development of peers.</li> <li>• Attend and participate in meetings, reviews and committees as required whilst seeking guidance and feedback from others for work performed.</li> </ul>
<b>Workplace Health &amp; Safety</b>	<ul style="list-style-type: none"> <li>• Responsible for ensuring that LWWHC complies with its legal requirements and strives for bestpractice in the provision of a safe workplace for all.</li> <li>• Work within the policies and procedures of the organisation particularly those promoting a safe working environment (including WH&amp;S procedures),</li> </ul>

### **SELECTION CRITERIA** **Mental Health Support Worker**

<b>Qualifications &amp; Knowledge/Experience</b>	<ul style="list-style-type: none"> <li>• Bachelor degree or above in Social Work</li> </ul>
<b>Reports and Accountability</b>	<p>The Support Worker is accountable to the Coordinator/Senior Support Worker for efficient, effective, equitable and quality:</p> <ul style="list-style-type: none"> <li>• Achievement of LWWHC, program and position purposes and goals;</li> <li>• Implementation of position responsibilities and program strategies;</li> <li>• Implementation of LWWHC policies, operational procedures and work practices;</li> <li>• Achievement of high standards for professional practice and duty of care within the program; and</li> <li>• Use of the resources of the organisation as required by operational procedures or standards or directions or, where there are no specific guidelines or directions, to standards that would reasonably be expected to apply in the particular circumstances.</li> </ul>

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<p><b>Key Responsibilities</b></p>	<ul style="list-style-type: none"> <li>• Support and foster a program culture which promotes genuine and open relationships, conflict resolution, responsibility for self, mutual respect, personal growth and founded on support values of empowerment, trust, compassion, resilience, diversity, integrity and lifelong learning;</li> <li>• Provide support in accordance with LWWHC’s Model of Practice including emotional support and assistance with daily living activities, problem solving, decision-making, use of community and professional resources and support in forming personal and social relationships and accessing a satisfying lifestyle in the community;</li> <li>• Develop and implement the approved Personal Recovery Plan, respond to the day-to-day support needs of clients and provide support in a way which preserves the person's dignity and privacy.</li> <li>• Report to the program Coordinator and/or Senior Support Worker on issues arising out of implementation of the Personal Recovery Plan and the day-to-day support needs of clients.</li> <li>• Support clients in a responsive, resourceful and accountable way while encouraging appropriate levels of self-reliance.</li> <li>• Assist and support the clients standing in the community during periods of crisis or misunderstanding when they are in hospital or incarcerated;</li> <li>• Liaise and develop positive collaborative relationships with LWWHC, other service providers, families and other supports consistent with Personal Recovery Plan, who may meet a need for clients or from who clients may derive a benefit;</li> <li>• Participate as a staff team member and actively contribute to staff meetings, supervision sessions, training activities and program/organisational planning and evaluation activities;</li> <li>• Perform duties in accordance with the approved roster and respond as required to programs (or organisational) agencies; and</li> <li>• Perform delegated administrative or other tasks as required within the overall responsibilities of the position.</li> </ul>
<p><b>Key Performance Indicators</b></p>	<p><b>External relations:</b> Positive working relationships are developed with external stakeholders at relevant levels of the service delivery system.</p> <p><b>Service Delivery:</b> Client services are aligned with LWWHC’s vision and strategy, policies and procedures, and model of practice, with performance requirements met and risks managed.</p> <p><b>Staff relationships:</b> Client outcomes are facilitated through working effectively as a member of a team, displaying sound professional judgement and working together to deliver a quality service.</p> <p><b>Organisational Culture:</b> The vision and values of the organisation are promoted and role modelled in all relationships.</p>
<p><b>Selection Criteria</b></p>	<ul style="list-style-type: none"> <li>• Formal tertiary qualifications related to the human services or other tertiary qualifications and relevant experience or less formal qualifications and substantial relevant experience;</li> <li>• Have proven skills and abilities in the provision of, or capacity to provide, quality support to people with mental illness;</li> <li>• Be generous and compassionate with a desire to see people who are disempowered develop a sense of personal control and influence over their own lives, inspiring them to look ahead with hope;</li> <li>• Be resilient and have a capacity to respond appropriately to people who have significant needs and crisis situations;</li> <li>• Some knowledge of issues related to the nature of mental illness and provision of recovery based psychosocial services;</li> </ul>

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	<ul style="list-style-type: none"><li>• Proven administrative and time management skills including a moderate level of proficiency with MSOffice suite applications; and</li><li>• High levels of enthusiasm and a genuine commitment to recovery based mental health support services coupled with a thorough understanding (or ability to rapidly acquire) of LWWHC policies, procedures, vision and strategy.</li></ul>
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<b>Licenses &amp; Accreditations</b>	<ul style="list-style-type: none"><li>• Current Blue Card (Working with Children) and NDIS Worker Card</li><li>• Professional association AASW membership with Professional Indemnity Insurance (preferred)</li><li>• Sound skills in general computer literacy and modern technology tools</li><li>• Have a current valid drivers' license and access to a registered roadworthy vehicle (preferred)</li></ul>
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### **Authorisation:**

This Position Description has been reviewed and approved by the Director