

JOB DESCRIPTION

Mental Health Support Worker

ABOUT UNITING

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

Our values: As an organisation we are **Imaginative, Respectful, Compassionate and Bold.**

At Uniting NSW.ACT is responsible for the social justice, community services and chaplaincy work of the Uniting Church in NSW and the ACT.

We provide care and support for people through all ages and stages of life, with a focus on people experiencing disadvantage and vulnerability. Our purpose is to inspire people, enliven communities and confront injustice.

We value diversity and always welcome everyone exactly as they are. We are **one of Australia's largest and most trusted Service Providers for Children, Youth and Family programs** which is made up of a team of **diverse, purpose-led people** who really are making a difference to the world around them.

ABOUT THE ROLE

Role Purpose

This role is responsible for providing a range of individualised psychosocial supports to consumers. Working within the recovery model and using a holistic, person-centered approach, the Mental Health Support Worker will support the consumer to achieve their goals. This includes support to build capacity to improve a consumer's life through increased abilities and skills, ongoing collaborative monitoring of consumers recovery journey and supporting the development and monitoring of individualised recovery plans.

ROLE KEY ACCOUNTABILITIES

You will be an integral member of the team through the following:

- Maintain a high standard of conduct and work performance based on Uniting's values to promote our reputation with key internal and external stakeholders.
- Ensure integration and collaboration across Uniting programs to deliver seamless and impactful end to end services with the customer at the centre.
- Actively engage and participate in the performance management framework and review processes at Uniting.
- Act in a manner which upholds and positively reflects the Uniting Code of Conduct and Ethical Behaviour.
- Contribute to a culture of openness, feedback and productivity.
- Model, communicate and act in ways that are consistent with our values of Bold, Respectful, Imaginative and Compassionate.

- Take care of the safety of yourself and others at all times and undertake work in a safe manner in accordance with policies, procedures and instructions (written or verbal) and in adherence to WHS policies and procedures.
- Actively contributes to a safe and supportive working environment that is inclusive of all staff through celebrating their nationality, cultural background, LGBTI status, abilities, gender and age.

As a Mental Health Support Worker, your role specifically will:

- Collaboratively develop and monitor individual recovery plans and individual goals in partnership with the consumer, carers, family members, clinicians, and community organisations.
- Encourage personal growth by projecting a positive outlook, a sense of belonging, and by promoting social inclusiveness in the community.
- Promote positive self-care strategies, enrich social and living skills, increase vocational skills and access to education and training, and work to improve community integration.
- Support skill development at every opportunity through self-directed learning, information and education.
- Liaise with specialists, including local Aboriginal services and community groups, to ensure consumers receive timely and relevant support, information, and referrals.
- Maintain data, reporting management, and consumer information, ensuring that records are accurately documented, stored and meet both organisational and legislative requirements.
- Assist with the care of the on-site therapy pet/s, including care, feeding and walking, where relevant within the program.
- Participate in rotating rosters where required.

ABOUT YOU IN THE ROLE

As a staff member of Uniting, you will celebrate diversity and welcome all people regardless of lifestyle choices, ethnicity, faith, sexual orientation or gender identity.

Your directorate:	Communities
You'll report to:	Team Leader/Service Manager

YOUR KEY CAPABILITIES

Individual leadership

- **Improving performance** - Works with others and offers suggestions to find ways of doing the job more effectively.
- **Owning the job** - Takes ownership for all responsibilities and honours commitments within their own role and strives to achieve goals with a "can-do" attitude to levels of excellence.
- **Perseverance** - Remains committed to completing the job in the face of obstacles and barriers.
- **Timeliness of work** - Sets achievable timeframes and works to complete projects, tasks and duties on time.

Business Acumen

- **Organisational Operation** – Displays awareness of Uniting’s business objectives and understands how personal objectives relate to those objectives.
 - **Organisational Objectives** – Has broad awareness of Uniting’s vision and values and how they apply to issues in the team.
 - **Develops and Grows the Business** – Understands team and organisational goals and works collaboratively with Team Members to achieve organisational goals.
 - **Makes Sound Decisions** – Analyses problems, seeks input from relevant people and then takes appropriate action to implement the most effective solution in a timely manner.
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QUALIFICATIONS & EXPERIENCE

Qualifications:

- Certificate IV in Community Services, Mental Health, Peer Work, or equivalent and relevant to the field of work.
- Current Australian Driver’s Licence.

Experience:

Typically, this role will require one (1) or more years’ experience in your field of expertise. You will have excellent written and verbal communication skills, be organised, systematic, thorough, accurate and disciplined. You will be continuing to develop in your area of expertise and be expected to provide innovative ideas to solve problems in your discipline. It is expected that you will possess good skills at navigating a complex organisation, forging relationships, and managing through influence rather than direct authority as required.

In addition to the above, you’ll have:

- Ability and commitment to work with consumers, health workers, the community and community organisations.
- Understanding of issues and concerns affecting mental health consumers with a working knowledge of and commitment to consumers rights and responsibilities.
- Understanding and practical knowledge of the implementation of the core principles and philosophies of the Australian mental health consumer movement and recovery-oriented practice.
- Ability to provide individualised psychosocial support to people living with severe and persistent mental illness.
- Demonstrated ability to develop individual support plans with consumers, with a focus on supporting consumers reach their recovery goals.
- Commitment to supporting consumers within the program to achieve positive outcomes.
- Demonstrated experience utilizing Microsoft Office, maintaining client information and electronic records.
- Proven ability to work independently, and cohesively as part of a team.

Even better:

- Mental Health First Aid certificate, or equivalent.
- Current First Aid certificate.
- Completion of ASIST training and/or experience in suicide intervention.
- Experience with the National Disability Insurance Scheme (NDIS).
- Advanced knowledge of local community service networks such as Community Housing Providers, Department of Communities and Justice and Local Health Districts.

Employee Name:	Insert employee name	Manager's Name:	Insert manager's name
		Title	Insert manager's title
Date:	Insert date	Date:	Insert date
Signature:		Signature:	