

JOB DESCRIPTION

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 supporting adults with severe mental illness transition from the Commonwealth Funded Psychosocial Mental Health programs to the NDIS. The Support Worker will focus on supporting clients with their NDIS applications, and working closely with the team to ensure that clients receive high quality focused psychosocial support in line with their Individual Support 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 Support Worker, your role specifically will:

- Conduct needs assessments of clients within the program.
- Develop and monitor the implementation of Individual Support Plans (ISP) for clients.
- Support clients to achieve capacity and connection as outlined in each Client's Individual Support Plan (ISP).
- Regularly review progress towards achieving goals contained in client's ISP's.
- Support clients to test eligibility for NDIS and support transition into appropriate services.
- Where appropriate, provide targeted individual support during times of increased need.
- Support clients to attend group-based activities offered by the program.
- Maintain data, reporting management, and client files, ensuring that records are accurately documented, stored and meet both organisational and legislative requirements.
- Work closely with others to ensure that clients received coordinated and seamless support.

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: 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, or equivalent and relevant to the field of work.
- Current Australian Driver's Licence.
- Current First Aid Certificate.

Experience:

Typically, this role will require three (3) 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:

- Understanding of issues and concerns affecting mental health consumers.
- Knowledge of the Principles of Recovery Orientated Mental Health practice.
- Previous experience in case management and developing and reviewing client centred support plans.
- Working knowledge of the National Disability Insurance Scheme (NDIS), including supporting clients to submit applications to test eligibility for the NDIS.
- Working knowledge of and commitment to consumers rights and responsibilities.
- Ability to provide individualised psychosocial support to people living with severe and persistent mental illness.
- Proven ability to maintain client information and records.

Even better:

- Mental Health First Aid certificate, or equivalent.
- Completion of ASIST training and/or experience in suicide intervention.
- Advanced knowledge of local service networks.

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:	