

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 providing education, training, and individual support to families and carers of people with mental illness, aiming to improve their wellbeing, resilience, coping skills and relationships. Working within the recovery model and using a holistic, person-centered approach, you will support the carer to achieve their goals and build capacity so they can support their loved one with a mental illness.

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:

- Assist with the assessment of carers, the development of individual support plans and delivery of individual support based on individual Carer goals.
- Collaboratively develop, monitoring and review of Carer Star, inclusive of goals with the carer.
- Work collaboratively to maintain effective and sustainable internal and external relationships to support care pathways.
- Assist with development and facilitation of support groups.
- Maintain data, reporting management, and client files, ensuring that records are accurately documented, stored and meet both organisational and legislative requirements.
- Undertake any other duties as required by Team Leader/Service Manager within the scope of the position, including participating in a rotating roster 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.

QUALIFICATIONS & EXPERIENCE

Qualifications:

- Certificate IV in Community Services, Mental Health, Youth Work, or equivalent and relevant to the field of work.
- Current First Aid Certificate.

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:

- Understanding of issues and concerns affecting mental health consumers with a working knowledge of and commitment to consumers rights and responsibilities.
- Experience providing individual advocacy for families and carers of people with mental illness.
- Ability to facilitate support groups for families and carers.
- Understanding and application of the principles of Recovery Oriented Mental Health Practice.
- Demonstrated ability to liaise and maintain effective relationships with other organisations / health care professionals.
- Demonstrated ability to develop individual support plans with carers, with a focus on supporting the carer to reach their goals.
- Strong knowledge of local service networks.
- 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:	