** Job Description**

**Community Mental Health Worker**

**POSITION DESCRIPTION**

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| **Award**  | Social, Community, Home Care and Disability Services Industry Award 2010 |
| **Classification** | Level 2 |
| **Approval date** |  |

**Role Purpose**

Community Mental Health Workers provide practical support to people impacted by mental illness to assist with aspects of ‘every day’ life, assisting people to achieve their goals and build independence. This could involve assisting people with budgeting, cooking, household cleaning, grocery shopping, socialising, accompanying people to medical appointments and transport needs.

In the course of the role, Community Mental Health Workers will encourage personal growth by building a strong rapport, role modelling, fostering a sense of belonging, and acceptance.

Community Mental Health Workers are key to achieving MIFWA’s mission and vision by genuinely working alongside people to achieve their aspirations.

**The way we work – Living our MIFWA Values**

* Accountability – Individually and as an organisation, we are accountable and responsible for our behaviours; activities; decisions; outcomes; and are open and transparent in what we do.
* Integrity – We demonstrate integrity by having the courage to do the right thing and stand up for what’s right, being responsible for our actions, being honest and adhering to the highest ethical standards.
* Inclusion and Acceptance – We acknowledge everyone’s worth and dignity, regardless of background, abilities or beliefs; we demonstrate empathy, show consideration for one another, and acknowledge the value of others.
* Collaboration – We work with others (individuals and groups) to achieve shared goals; sharing knowledge, learning together and building consensus.
* Empowerment – We work to empower people and help them gain control over their own lives, fostering power in the individual to act on the issues they define as most important to them.

**Reporting Relationships**

This role will report to a designated Coordinator (who reports to the Business Development Manager NDIS).

**Responsibilities and Key Duties**

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| **Key Result Area** | **Responsibilities & Key Duties** | **Performance Indicators** |
| Participant Support  | * Providing direct support to participants within the framework of MIFWA’s policy and procedures, and within the context of the person’s individual plan and or goals.
* In partnership with participants, develop and regularly review support strategies covering areas such as home maintenance, shopping, physical and mental health, education and work skills, recreation, personal growth and social participation.
* Regularly review and refine support strategies to minimise risk and optimise best outcomes for individuals.
* Ensure participants’ input into the priorities for their support and allow them to fully and positively contribute and participate in activities.
* Advise and advocate on behalf of participant, as guided by Senior Coordinator and persons plan, on income support matters, housing, employment, medical, legal and other issues that affect their achievement of the goals they wish to achieve through their participation in MIFWA programs
* Depending on support needs and personal aspirations, facilitate the entry or re-entry of participants into both specialist and mainstream employment, education and community social and recreational activities.
* Support individuals in the context of their families and other support networks. Being respectful, person centred and family inclusive in your interactions with people.
* Maintain positive working relationships with clinical and other mental health services and other government and community agencies.
* Contribute to MIFWA’s promotional activities and community education and awareness raising activities.
* Maintain appropriate personal and professional boundaries.
* At times, be available to work in various MIFWA programs, when required.
 | * Individual plan and goals are defined.
* Documentation reflects regular review process is in place and working effectively, this includes details relating to participant input.
* Up to date support strategies in place.
* Record of client/carer/family engagement.
* Record of activities and hours with clients.
* Participant feedback records.
* Audit results of client records.
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| Organisational Activities  | * Working as part of the team on the basis of an ethos of collaboration, co-operation, respect and mutual support.
* Other duties as directed by the Coordinator.
 | * Accurate and timely records and data collection is undertaken as directed by program guidelines and/or your Coordinator.
* Performance supervision, appraisals, MIFWA training, group supervision and professional development activities are completed as required and are documented correctly.
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| Health & Safety | * Take a shared responsibility to ensure the health, safety and wellbeing of self and others.
* Ensure that participants understand the correct use of equipment associated with MIFWA Programs and are aware of and comply with occupational health and safety requirements.
 | * Documentation and records reflect safety concerns being raised and addressed in a timely and appropriate manner.
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| **Decision making authority and delegations**N/A |
| **Selection Criteria****Qualifications*** Current Driver’s Licence *(essential).*
* Qualification in mental health, community work, social work or another relevant human services discipline. *(desirable)*
* Current First Aid Certificate *(desirable)*

**Experience** * Experience working with people with mental health issues *(desirable)*
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| **Skills & Attributes*** Interpersonal skills to engage and motivate, and to negotiate and resolve differences.
* Ability to develop a strong rapport with a people from diverse backgrounds.
* Self-management skills to prioritise and manage time effectively, recognise and maintain professional boundaries, participate in supervision and reflect and learn from experience.
* The ability to understand, establish and maintain healthy workplace behaviours and communication.
* Reliable, on time and conscientious.
* Resilient, adaptable and work well under pressure.
* Computing skills to a level of competence in MS Word and Outlook.

**Knowledg*e**** Understanding of mental health illness and associated issues.
* Knowledge of NDIS.
* Awareness of relevant mental health and allied services including government and community agencies *(desirable)*
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***Additional Requirements Note:***

1. *A current National Police Certificate (kept on your HR file at MIFWA Office) is a requirement of employment.*
2. *A valid driver’s licence, with a fully insured reliable vehicle (mileage payable on authorised work related journeys).*
3. *A working with children’s check (only if working with NDIS participant under 18 years of age.*