



## POSITION DESCRIPTION

### POSITION DETAILS:

<b>Position Title:</b>	<b>Support Facilitator (WBSS)</b>
<b>Award / EA:</b>	<b>Social, Community, Home Care and Disability Services Award 2010</b>
<b>Classification:</b>	<b>Level 4</b>
<b>Reports to:</b>	<b>Program Manager (The Way Back Support Service, Gold Coast)</b>

### Role Purpose and Position Summary:

The Way Back Support Service Support Facilitator is responsible for delivering holistic non-clinical, follow-up care, practical support and assertive outreach to individuals directly after a suicide attempt or at high risk of suicide. Support Facilitators will work alongside individuals living in the Gold Coast region in the first three months following risk of or a suicide attempt and post presentation to the health service or post hospital discharge.

### Key Role Accountabilities:

1. Align one's workplace behaviour in accordance with the WMQ Model of Care, the Wesley Charter and Wesley Mission Queensland's Vision, Mission and Values.
2. Ensure individual and team practice is in accordance with the requirements of relevant legislation including the Human Services Quality Framework and the National Mental Health Standards.
3. Work in accordance with psychosocial rehabilitation, social inclusion and recovery-oriented practice frameworks.
4. Provide crisis support and safety planning and intervention as required.
5. Provide a service that complements clinical service provision by supporting engagement with follow-up care and support by working collaboratively with existing services including hospitals and primary care providers
6. Provide assertive and practical support to access services related to individual needs. Outreach and in home/ community-based support.
7. Provide family and carer support with a focus on encouraging clients to maintain links with and grow natural support networks
8. Facilitate linkage to ongoing community supports as necessary e.g. primary care providers, community sector agencies (for example, drug and alcohol services, community health, housing/ accommodation services)
9. Linkages to community participation (volunteering), employment or study through local partner connections
10. Assist the client to resolve barriers to build strengths and resilience within the community through a recovery-oriented approach
11. Ensure client information is up to date and in accordance with support and funding requirements. As necessary draft documentation and reports for a range of stakeholders.
12. Undertake professional development which includes regular supervision and reflective practice.
13. Participate in client case reviews within and external to Wesley Mission QLD to ensure that client service continuity, an individualised approach to services and clear pathways of transition to a more independent life is achieved.
14. Identify and assist in locating resources, services and supports that facilitate community integration including social, educational, and vocational and leisure activities.
15. Where appropriate, participate in the development and implementation of quality and service improvement activities that continually improve the service we provide.

### Qualifications, Knowledge and Requirements:

#### Essential:

1. Tertiary qualifications in community, social welfare, health or a related discipline.
2. Experience working within a recovery orientated service framework for mental health and/or suicide prevention.
3. Passionate about making a positive change in the lives of people managing suicidality.

4. Understanding of the principles of recovery in the mental health setting.
5. Demonstrated knowledge and appreciation of the complex issues associated with those experiencing suicidality.
6. Demonstrated experience working with people with complex support needs across the phases of service delivery including assessment, recovery-oriented practice, community engagement and evaluation of services delivered.
7. Capacity to work independently and collaboratively within a team environment including being accountable for the effective delivery of client services.
8. Sound communication and interpersonal skills including the ability to engage, negotiate, advocate, collaborate and undertake joint innovative problem solving.
9. Demonstrated effective PC skills including MS Office and related applications packages (including reporting).
10. Current Driver's Licence and willingness to drive in the course of work.
11. Relevant probity checks required by legislation and WMQ policy.

#### **Highly Desirable:**

1. Minimum Certificate IV in Mental Health, Suicidology or Peer Worker or a related area.
2. Experience providing care coordination within a community services setting.
3. Understanding of the principles and standards of the Disability Services Act (Qld 2006) and the National Mental Health Standards and how they relate to providing effective and accountable services.

#### **Essential Competencies for the Role:**

##### **Adhering to Principles and Values**

Upholds ethics and values • Demonstrates integrity • Promotes and defends equal opportunities, builds diverse teams • Encourages organisational and individual responsibility towards the community and the environment.

##### **Working with People**

Demonstrates an interest in and understanding of others • Adapts to the team and builds team spirit • Recognises and rewards the contribution of others • Listens, consults others and communicates proactively • Supports and cares for others • Develops and openly communicates self-insight such as an awareness of own strengths and weaknesses.

##### **Relating and Networking**

Establishes good relationships with customers and staff • Builds wide and effective networks of contacts inside and outside the organisation • Relates well to people at all levels • Manages conflict • Uses humour appropriately to enhance relationships with others.

##### **Planning and Organising**

Sets clearly defined objectives • Plans activities and projects well in advance and takes account of possible changing circumstances • Manages time effectively • Identifies and organises resources needed to accomplish tasks • Monitors performance against deadlines and milestones.

##### **Delivering Results and Meeting Customer Expectations**

Focuses on customer needs and satisfaction • Sets high standards for quality and quantity • Monitors and maintains quality and productivity • Works in a systematic, methodical and orderly way • Consistently achieves project goals.

##### **Following Instructions and Procedures**

• Appropriately follows instructions from others while still providing constructive feedback • Follows procedures and policies • Keeps to schedules; arrives punctually for work and meetings • Demonstrates commitment to the organisation • Complies with legal obligations and safety requirements of the role.

#### **Other Capabilities and Attributes that will drive success in the Role**

All Wesley Mission Queensland employees are expected to demonstrate an understanding and commitment to organisational Vision, Mission and Values. The incumbent of this position will be expected to:

1. Role model interpersonal, professional and leadership behaviours consistent with the WMQ core values of Integrity, Respect, Empowerment, Hope, Justice, Compassion and Innovation.
2. Actively participate in WMQ performance development processes to meet organisational requirements and own career aspirations.

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**Our Vision**

A compassionate, just and inclusive society.

**Our Mission**

We walk alongside people in need to enhance capacity, choice and independence, to strengthen relationships and build community well-being

**Our Values**

*Integrity*  
*Respect*  
*Empowerment*  
*Hope*  
*Justice*  
*Compassion*  
*Innovation*