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<b>TEAM:</b>	<b>Individualised Services</b>
<b>LOCATION:</b>	
<b>REPORTING LEADER:</b>	<i>Operations Lead – Individualised Services</i>

## ABOUT HELPINGMINDS

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HelpingMinds Limited is a long-established non-profit organisation that provides safe and high quality services in the community to support families, carers and people living with a mental health issue. We provide support and hope to live the best life possible.

Our Purpose is by providing hope, we support our clients, carers and families to live their best lives possible.

Our Mission is to support family recovery and make a positive difference in the community and mental health sector through advocacy, education and the delivery of quality support services.

**HelpingMinds promotes mental wellbeing by supporting individuals, families and friends to recovery.**

- We understand families are important to the person living with mental distress.
- We understand every family is different
- We understand the importance of listening
- We understand the importance of connections
- We help build skills and confidence
- We empower hope in you and your family through your recovery journey

As a values-led organisation all team members act in accordance with our values of Hope, Collaboration, Trust, Integrity and Respect. Each team member undertakes their role utilising their unique skills and abilities to contribute to our purpose and mission.

## PURPOSE OF THE ROLE

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Guided by our HelpingMinds mission, purpose and values, the position will be providing support, engaging and developing rapport with participants who have a psychosocial disability and delivering against their plan goals.

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## PRIMARY DUTIES AND RESPONSIBILITIES

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### 1. Client Support

- Engage and develop rapport with participants who have a psychosocial disability;
- Establish good working relationships with NDIS participants and work effectively with them to define and achieve the goals as identified in their NDIS Plan;
- Enhancing the client's capacity to manage their health, welfare and life needs;
- Engage and support family and/or carers in the recovery process, providing an information and referral service where appropriate;
- Advocate for clients as necessary;
- Establish, foster and maintain close working links with relevant mental health and NDIS service providers to support referral pathways and access to other services.

### 2. Competencies

- Effective listening skills and adaptable communication style;
- Demonstrated flexibility, patience, initiative and emotional resilience;
- Prior experience assisting or supporting people with mental disabilities, either in a work or personal context
- Well-developed IT skills, with experience using Microsoft products and databases

## Governance, Safety and Quality Requirements

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In addition to your role specific responsibilities, HelpingMinds expects team members will:

- Perform other duties as requested or required and which are within the scope of their role and the capabilities of the employee.
- Be responsible for ensuring, as far as practicable, the provision of a safe working environment.
- Have an understanding and fulfils National Safety and Quality Standards requirements including but not limited to:
  - Participating in continuous safety and quality improvements actions, such as audit reviews and drills that result in improvements to patient care, team member knowledge or the consumers experience that align with actions describes within the standard.
  - Participating with the development, implementation, reporting and monitoring of HelpingMinds activities.
  - Ensuring records and statistics are kept in accordance with establish procedures.
  - Participating in annual performance development review.
- Perform duties and acts within the legal and financial constraints and boundaries of your role including but not limited to:
  - The Mental Health Legislation and Carers Recognition Act;
  - Commonwealth and State Funding Agreements;
  - Industrial Laws and Occupational Health and Safety Legislation;
  - The National Mental Health Standards 2010;

- The National Standards for Disability Services;
- The Australian Commission Safety and Quality Standards for Accreditation version 2;
- The HelpingMinds Staff Agreement 2016 as well as current organisational Policies and Procedures;
- HelpingMinds Code of Conduct, NDIS Code of Conduct and
- Work in accordance with your Employee Classification Definition according to the HelpingMinds Staff Agreement 2016.

## AUTHORITY AND SUPERVISORY REQUIREMENTS

This role may have duties under the purview of other management team members, however, will ultimately report to:

Operations Lead  
Individualised Services



Support Worker



NIL

This position is:

Roles reporting to this position:

## POSITION STATUS, REMUNERATION AND BENEFITS

<b>Position type:</b>	Full-time/ Part-time/ Casual /Contract
<b>FTE:</b>	x.xx (xx hours per fortnight)
<b>Position Classification:</b>	2.2
<b>Wellness days:</b>	2 Wellness days per calendar year (more than 0.5 FTE) 1 Wellness day per calendar year (less than 0.5 FTE)
<b>District and Remote Allowances:</b>	Employees located in regional WA may be entitled to payment of District and Remote allowances.
<b>Salary Packaging</b>	Permanent employees salary packaging available up to \$15,900 <i>*HelpingMinds recommends employees seek independent advice prior to salary packaging**</i>

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## ESSENTIAL MINIMUM SELECTION CRITERIA

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### QUALIFICATIONS AND LICENCES

- Diploma/Certificate IV Community Services and / or Mental Health,
- Current Driver's License and reliable vehicle
- National Police Clearance (no older than 6 months)
- Working with Children Check

### EXPERIENCE, SKILLS AND KNOWLEDGE

- Relevant experience working in mental health
- Demonstrated effective oral and written communications skills.
- Capacity to build rapport with clients is crucial.
- Demonstrated ability to communicate with a diverse range of people, including CALD, Indigenous and marginalised clients, adults and young people, family, carers, allied service providers and team members.
- Demonstrated ability to consult, liaise and maintain close working relationships with other service providers
- Demonstrated ability to be self-motivated and function autonomously while working effectively toward team goals
- Demonstrated capacity to engage with and empower people to achieve their identified goals within a structured individual recovery plan
- Ability to work collaboratively with a team, clients and other agencies
- Well-developed IT skills, with experience using Microsoft products and databases

## DESIRABLE SELECTION CRITERIA

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- Bachelor's degree or greater in Mental Health relevant behavioural or social science discipline (including, but not limited to social work, psychology, occupational therapy)
- Similar experience in mental health/carer not-for-profit organisation/s, government departments or corporations.
- Experience, connection or capacity to engage with culturally and linguistic diverse backgrounds
- Lived experience as a family member/carer of a person with a diagnosed mental illness and the ability to utilise this experience constructively for the benefit of others

## Other

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- Proof of eligibility to work in Australia will be required

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## EMPLOYEE DECLARATION

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I have read and understand the responsibilities and duties set out in this job description.

Signed: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Print name: \_\_\_\_\_

*HelpingMinds is an equal opportunity employer supporting diversity in the workplace. We are committed to creating and safe environment for all team members and clients. To view our diversity statement please visit the HelpingMinds website <https://helpingminds.org.au/diversity-statement/>*

<p>This document can be made available in alternative formats on request for a person with a disability.</p>
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