

Position Description

CALD Engagement Intake and Assessment Worker

Section A: Position Details

Position title:	CALD Engagement Intake and Assessment Worker
Employment Status:	Full Time
Classification and Salary:	CSD Level 3 from \$73,434 - \$79,010 p.a, pro rata dependent on skills and experience
Location:	Neami Intake Fairfield, Brunswick and/or working mobile with approval
Hours:	Between Monday to Friday 8:30am – 5:00pm
Contract details:	Maximum Term Contract until 31 st March, 2021

Organisational Context

Neami National is a community-based recovery and rehabilitation service supporting people living with mental illness and psychiatric disability to improve their health, live independently and pursue a life based on their own strengths, values and goals. We provide services in almost 40 locations, ranging from the inner-city and suburbs to regional and remote parts of Australia.

Our vision is for full citizenship for all people living with a mental illness in Australian society. Our mission is to improve mental health and wellbeing in local communities across the country. We believe that recovery is an individual process and that with the right kind of support everyone can live a life based on their own strengths, values and goals for the future.

We use an approach called the Collaborative Recovery Model (CRM) to support people through our services. The CRM assists individuals to identify their personal strengths and values, to set goals and then helps them make progress towards achieving them.

We are a smoke free organisation.

Service Overview

The Partners in Wellbeing service is as follows:

The project is a time limited initiative which will assist people experiencing psychosocial distress and mental ill health due to the COVID-19 physical distancing and isolation measures, including those who are required to self-isolate for whatever reason. This includes people with lived experience of mental illness, as well as those

experiencing poor psychosocial health for the first time due to the impacts of COVID-19. The initiative will also support war veterans in the context of their own psychosocial health and the caring role, acknowledging the negative and fatiguing impacts of COVID-19 on wellbeing and resilience.

The Partners in Wellbeing service supports will be targeted to people:

- who do not currently receive state, Commonwealth or NDIS funded psychosocial supports and require wellbeing checks and support.
- Priority will be given people at high risk of relapse in their mental health condition or psychological state to prevent avoidable relapse, ED presentations and hospital admission and/or risk of self-harm or suicide.

Position Overview

The CALD Engagement Intake and Assessment Worker will work as part of a collaborative team approach, supported by regular opportunities to reflect upon their practice and access comprehensive training and development. The Intake team work with participants from the Partners in Wellbeing service to provide specialist psychosocial and wellbeing supports which will be delivered across Victoria via telephone and video technology.

The Intake team will assess the need for supports such as intensive specialist mental health screening and perform risk assessments, including arranging referrals to other providers. They carry out comprehensive assessments of the needs of the individual and provide the individual with the necessary information of the sorts of services available to support their identified needs and the possible waiting times for services and support programs.

The CALD Engagement Intake and Assessment Worker will be responsible for the coordination of CALD stakeholder engagement across the state, including seeking out key partnerships, exploring collaborative opportunities in the community and driving marketing and promotional activities. They will utilise their advanced knowledge and assessment experience to establish eligibility of the individual and identify the initial needs/goals of the consumer's participation in the program. The role will also involve engaging with CALD community leaders, faith based leaders and international students to reduce barriers to help seeking behaviour and providing CALD networks with necessary information of other sorts of supports and services available and redirect and/or promote referrals as needed.

The CALD Engagement Intake and Assessment Worker will work in conjunction with Neami National, EACH & ACSO to enhance CALD community engagement for the Partners In Wellbeing service across the state. The worker will develop a stakeholder map and communication strategy, and work within community development, population health and project management frameworks, supported by Neami's Diversity and Inclusion Framework.

About this role:

The successful applicant for the CALD Engagement Intake and Assessment Worker position will bring solid experience in the human services environment, particularly in working with people from culturally and linguistically diverse backgrounds. They will demonstrate an understanding of how best to access, advocate for, and maintain services for consumers who are from culturally diverse backgrounds. This experience will be complimented by a keen and dedicated commitment to supporting recovery and improving outcomes for people living with distress and low mood as a result of COVID-19.

Period of Employment

Maximum Term contract until March 31, 2021, subject to a 6-month probationary period (where applicable).

Accountability

The CALD Engagement Intake and Assessment Worker is accountable to the Service Manager.

Conditions of employment

The terms and conditions of employment will be in accordance with the Neami National Employment Agreement – Consumer Service Delivery Level 3: \$73,434 - \$79,010 p.a, pro rata depending on skills and experience.

A number of benefits are available to staff, including generous salary packaging with rewarding NFP fringe benefit tax exemptions.

Core requirements prior to any offer, or commencement of employment:

Police check	Criminal record checks are mandatory for all new appointments. Neami National will cover the cost of an Australian check. Where a new employee has lived outside of Australia for 12 months or more within the last 10 years, the cost of an International check will be borne by the applicant.
Working with Children check	A valid Working with Children check must be supplied by all new employees (employee responsibility).
Car licence	A valid Australian driver's licence (P plate or above) must be supplied by all new employees.
Suitable Vehicle	You may be required to use your own roadworthy vehicle insured to a minimum level covering 3rd party fire and theft (comprehensive cover is recommended). The vehicle must be capable of transporting multiple passengers in a safe manner.
Right to work within Australia	You must maintain a right to work in Australia, in the position and location of employment during your employment with Neami. You must comply with all terms of any such grant of a right to work in Australia.
DWES Check	Disability Workers Exclusion Check Clearance

Section B: Key Responsibilities

- Working alongside the Service Manager, identify key partnership opportunities with community services and proactively engage with key contacts
- Liaise with CALD community leaders, faith based community leaders and lead CALD organisations to discuss Partners In Wellbeing program, social and cultural considerations, barriers to access, and encourage referral pathways for the program.
- Explore innovative ways to promote the service and engage priority CALD populations across the state of Victoria.
- Represent Neami and the Partners In Wellbeing program on relevant committees, advisory groups and other events as required
- Provide a secondary consult to other Partners In Wellbeing staff within Neami, EACH & ACSO when they are engaged with a consumer from a CALD background
- Build awareness of the Partners In Wellbeing program's benefits with key stakeholders
- Develop collaborative working relationships with other Neami staff, Partners In Wellbeing staff and external stakeholders
- Establish and maintain sustainable service pathways, partnerships and support networks to meet consumer needs
- Coordinate service promotion and work alongside Wellbeing Coaches to engage potential referrers
- Make referrals to mental health providers & other community supports if program does not suit participant.
- Work closely with the Neami Communications and Marketing team to action the Communication/Marketing Plan for the program
- Involve carers, family and friends in the development of care plans where possible
- Engage consumers and develop trusting and professional relationships
- Engage consumers, using the strengths-based approach of the Collaborative Recovery Model (CRM) protocols and the values and principles of this model
- Maintain accurate individual consumer files and data bases (Carelink) in accordance with the policies and procedures of Neami and the service agreement with the funding body.
- Promote the principles and practice of service coordination to ensure that consumers are at the centre of service delivery and receive a timely, coordinated response to their health and social needs.
- Work from a trauma informed lens and have a strong understanding of the issues facing CALD communities which may impact on their reduced help seeking behaviour.

Participate Fully as a Team Member

- Using the team approach work collaboratively with immediate team members and other Neami services in order to ensure continuity of support and consistency in the comprehensive service to consumers
- Actively participate in reflective practice through team meetings, decision-making processes, service planning session, supervision and staff development activities
- Assist the team to further develop best practice, review and develop policies, and project submissions

- Assist the team to regularly evaluate the effectiveness of the service in consultation with consumers
- Support Neami National efforts in reducing our impact on the environment and work towards a sustainable future
- Contribute and participate with management and colleagues in the development, implementation, monitoring and evaluation of the program

Maintain Records and Resources

- Collect, collate and maintain data on consumer contact
- With team members collect information on community resources
- Regularly report to the Manager on outcomes and issues
- Follow all OH&S procedures to ensure safe work practices

Section C: Key Competencies

Creating Diverse Staff Teams

The values, skills, attributes and commitment of our staff are key to our success and reputation as a national mental health service that provides high quality support services to people living with a mental illness. We are strongly committed to further developing and diversifying our work force as part of our strategic directions. We celebrate multidisciplinary teams and value the rich skills and experiences brought by applicants from a range of sectors and professional backgrounds.

Further depth is brought by those from diverse cultural backgrounds, Aboriginal staff, and those with lived experiences of mental illness and recovery, all of whom are strongly encouraged to apply for any roles that match their skills and interest.

The following competency criteria will inform our selection decision:

Adhering to Principles and Values

- Upholds ethical behaviour, consistent with values as characterised by honesty, fairness responsibility and hope
- Demonstrates integrity and credibility, and fosters open honest communication
- Demonstrates commitment to the organisation and its values

Working with People and Building Relationships

- Adapts to the team and contributes to a positive team dynamic
- Listens, consults others and communicates proactively to address conflict
- Develops and openly communicates self-insight such as an awareness of own strengths and areas for development
- Clearly conveys opinions and information verbally
- Establishes respectful professional relationships that have clear boundaries with consumers, staff and partner organisations

- Demonstrates an interest and understanding of others and relates well to people at all levels
- Gains agreement and commitment from others by engaging and gaining respect
- Manages conflict in a fair and transparent manner
- Manages disagreements and points of tension with tact and takes appropriate steps to deescalate where needed

Communicating and Facilitating

- Speaks clearly, fluently and honestly to engender trust
- Demonstrates awareness of, and ability to regulate own emotional reactions
- Adapts communication style to meet the needs of others
- Demonstrated understanding of the mental health sector and the services provided by MHCSS

Planning, Organising and Problem Solving

- Manages time effectively
- Sources and organises resources required for a task
- Is accountable and proactive about reviewing progress and outcomes
- Appropriately follows instructions from others and understands and respects authority
- Exercises common sense in making judgments and seeks solutions to problems

Adapting and Responding to Change, and Coping with Challenges

- Adapts to changing circumstances and responds to the reactions and feedback of others
- Adapts interpersonal style to suit different people or situations
- Shows respect and sensitivity towards diversity
- Deals with ambiguity, making positive use of the opportunities it presents
- Puts appropriate boundaries around personal issues
- Maintains a hopeful and positive outlook even during challenging times at work
- Demonstrates self-awareness and ability to reflect and handle feedback well and learn from it

In addition you will need:

- Computer literacy
- An appropriately insured vehicle for work use. (Kilometres for work purposes shall be re-imbursed).