

Position description

Community Support Worker - Macarthur Accommodation and Access Program (MAAP)

Section A: position details

Position title:	Community Support Worker – MAAP
Employment Status	Full Time
Classification and Salary	CSD Level 2 from \$63,670 - \$68,264 per annum (pro rata) dependent on skills and experience
Location:	Neami Campbelltown
Hours:	Monday – Friday 9:00am - 5:30pm
Contract details:	Maximum Term Contract until 30 June 2021

Organisational context

Neami National is a community-based recovery and rehabilitation service supporting people living with mental illness, psychiatric disability or who are homeless to improve their health, live independently and pursue a life based on their own strengths, values and goals.

We provide services in more than 50 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 & Position overview

Neami National has been funded to deliver services to single males or couples without children who are homeless or at risk of becoming homeless. The Macarthur Accommodation and Access Program (MAAP); is a time limited, focussed intervention aimed at assisting people to access stable and sustainable housing and support arrangements. Neami's MAAP will work closely with correctional facilities, local mental health services including in patient settings, Aboriginal Services, Social and Community Housing services, other NGO's and health practitioners in the Macarthur area. The Service will operate during office hours, five days per week.

The crisis service within MAAP offers six beds for single men who are homeless and a 2 bedroom unit for couples without children. There is also transitional style accommodation for single men and couples without children. These services are designed to provide a period of additional support and aimed at supporting people to exit homelessness to safe and sustainable accommodation.

The Community Support Worker will be part of a small team that works within an integrated service delivery model to provide health, housing, rehabilitation and support services to people who are homeless or at risk of homelessness in the Camden and Campbelltown Local Government Area. The CSW will also work under an assertive outreach model aimed at providing integrated services that focus on transitioning from homelessness or risk of homelessness to safe, secure and sustainable long term accommodation, prevention of re-offending and improved health outcomes

Employment arrangements

Maximum Term Contract until 30 June 2021, subject to a 6-month probationary period.

Accountability

The Community Support Worker is accountable to the Senior Practice Leader and 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 2 from \$63,670 - \$68,264 per annum (pro rata) dependent on skills and experience.

A number of benefits are available to all 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 NSW 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.
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.

Section B: key responsibilities

Provide direct support to consumers within a transitional and home based setting

- Engage consumers and develop trusting and professional relationships
- Provide direct practical support to consumers so that they gain/maintain a sense of safety and wellbeing
- Work to the principles that underpin the Collaborative Recovery Model (CRM) protocols.
- Together with the consumer regularly monitor their progress towards their identified housing needs
- Work within a holistic framework taking into account the needs of consumers, family, carers and other members of the community
- Follow all OH&S procedures to ensure safe work practices especially in the area of safety in outreach work
- Actively contribute as a team member in the delivery of an integrated crisis service and assertive outreach with the aim to more effectively support consumers and promote the recovery model
- Participate in the regular collection of service data which can then be used to evaluate outcomes and assist with the continuous improvement of the service
- Work within the parameters of Neami's policies and procedures in addition to any professional codes of conduct
- Ensure incident and critical incident reporting occurs in accordance with guidelines

Participate fully as a team member

- Using the team approach to support work, cooperate closely with team members in order to ensure continuity of care and provision of a comprehensive service to consumers
- Actively participate in reflective practice through team meetings, decision-making processes, service planning sessions, 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

Working with community partners

- Seek to learn about the consumers' interests, their connections with family and friends and work together with the consumer to build their capacity to be part of their community
- Involve carers, family and friends as identified by the consumer in the individual crisis respite plan
- Networking with Homeless Person Information Centre, Community Mental Health teams, Welfare teams in prisons and correctional facilities, local real estate agencies, local Aboriginal and CALD communities
- Cooperate and plan together with community housing provider staff to ensure consumers can maintain their accommodation

- Cooperate and Plan together with community housing provider, housing NSW and local real estates to provide rapid rehousing

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 regarding achievement of work plan

Section C: selection criteria

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 and a belief in recovery and self-empowerment

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

- Promotes ideas on behalf of self or others and supports others to self-advocate
- Manages conflict in a fair and transparent manner

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, and identifies changing needs within a group
- Engages a diverse range of people, and facilitates groups with skill and confidence
- Produces new ideas, approaches or insights when working with consumers
- Describes the stages of recovery to facilitate a consumer's understanding of the recovery journey
- Can creatively tailor group activities to engage and meet the needs of participants
- Uses self-disclosure in a purposeful, meaningful and safe way

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
- Previous experience in working within the homelessness sector, AOD and complex behaviours, and working with people exiting correctional facilities desirable.