



Empowering people's voice

Mental Health Support Worker

Position Description

Position Title: Mental Health Support Worker

Position Type: Casual / Part Time positions

Location: North, East and South Melbourne suburbs

Position Overview

Mental health outreach work across Melbourne and surrounding areas, with the primary focus of empowering people within their home and in the community.

Demand-driven work, flexible work arrangements and safe and healthy work environment.

Position subject to Social, Community, Home Care and Disability Services (SCHADS) Industry Award.

An inclusive workplace culture that drives reflective practice, supervision, training and celebrating their people.

About Us

SKK, an outreach service, specializing in mental health and psychosocial wellbeing. We partner with our clients to create strategies that empower people to build and improve their overall wellbeing and quality of life.

As an endorsed service provider, we deliver accessible and evidence-based services to our clients. We invest in an individual needs, strengths, and areas for growth and how to integrate these aspects into the family and wider community. On a practical level, we help identify and deal with what is getting in the way of the individual's emotional wellbeing.

Our services are based on a social model of recovery as we are passionate about helping people improve their emotional and social health through support services that encourage social interaction, build capacity, autonomy, independence, achieve goals and fulfil aspirations.

Recovery brings change, hope and empowerment to people who may have forgotten what these things feel like. SKK provide a flexible approach to service delivery with the primary focus of the individual's needs, with a starting point of where the client is at and ensure alignment with the client's NDIS plan. We want the individual to choose, control and collaborate in their plan. We want our clients to feel more empowered, more socially connected, healthier, happier and a greater sense of hope for their future.

SKK is a people-first workplace and is committed to providing a safe and healthy work environment. We deliver training and professional development, and our team is a diverse, multi-disciplinary group with qualifications, specific training and practical experience in Psychology, Mental Health, Community Services, Drug and Alcohol, Youth sectors and government.

Primary Role

SKK provide a flexible approach to service delivery with the primary focus of the individual's needs, a starting point of where the client is at and ensure alignment with the client's NDIS plan. As a mental health support worker:

- ✦ Support people with mental health needs and behaviors of concerns in line with SKK's model of social recovery
- ✦ Support people in their homes and community to develop skills to manage day to day tasks, including personal activities, local transportation and travel, meal planning and preparation, development of life skills, personal budgeting, and other activities
- ✦ Empower individuals to act, promote independence and enhance confidence
- ✦ Encourage the development of daily living skills, improve the individual's capacity for self-care and social participation in their community
- ✦ Implement the support plan and strengthen relationships with individuals, their families, and other professionals
- ✦ Provide focused interventions, psychosocial education and mentoring to individuals
- ✦ Adhere to internal and external requirements to ensure all relevant legislative and associated guidelines are met
- ✦ Cultivate a positive and supportive work environment together

Selection Criteria



Experience in supporting people with mental illness and/or intellectual disability where challenging behaviors are common

- ✦ Demonstrated experience in implementing behavior support plans and case recording
- ✦ Demonstrated experience in developing professional relationships with individuals, their families, and others in the community
- ✦ Experience in supporting the development of daily living skills
- ✦ Demonstrated organization and time management skills to effectively manage workload, maintain case notes, and meet deadlines
- ✦ High level of interpersonal skills including the ability to develop and maintain relationships within a team, with clients, and across service providers
- ✦ Sound problem-solving skills and the ability to work in a flexible environment
- ✦ Exceptional communication skills, build relationships and work as part of a team
- ✦ Strong client focus and commitment to learning and ongoing professional development and practice improvement

Skills, Abilities and Attitude Required

- ✦ **Self-management** – work independently as well as within a team environment. Outstanding interpersonal skills. Act with integrity.
- ✦ **Planning & Organization** - work autonomously to manage case load, strong attention to detail and highly organized skills. Be efficient, implement systems and procedures to guide work and meet deadlines / key performance areas.
- ✦ **Problem-solving** – analyze information from different perspectives, develop workable solutions and seeks relevant information from service providers to develop solution
- ✦ **Verbal communication** – conveys information concisely. Welcomes constructive feedback. Invites other people's views.
- ✦ **Written communication** – edits written communication to ensure all necessary and relevant information is documented. Prepares reports upon requests using concise and grammatically correct language.
- ✦ **Computer skills** – can use a wide range of software applications

Personal Qualities

- ✦ **Client-Focus** – committed to delivering high quality outcomes as the client is the centerpiece of all decisions. We listen to client's perspective and seek ways to improve services.
- ✦ **Initiative & Accountability** – Proactive and self-starting. Takes responsibility for own actions.

- ✦ **Resilience** – accepts feedback in an objective manner without becoming defensive. Perseveres to achieve goals even in face of obstacles. Remains calm and in control under pressure.

- ✦ **Detail focus** – observes details, identify gaps, highlights practical strategies for activities and plans.
- ✦ **Relationship building** – builds trust through consistent actions, values and communication. Forges relationships with people at all levels and across service providers.
- ✦ **Empathy and Cultural Awareness** – communicates and sees issues from the perspectives of people from diverse range of cultures and backgrounds.

Qualifications & Other Requirements

- ✦ Qualifications / experience in Mental Health, Individual Support, Disability, Social Work, or other relevant qualification.
- ✦ Relevant tertiary qualifications including in a Certificate IV in Mental Health, psychology, social work, community development or similar areas of social and behavioral sciences
- ✦ Experience in working with people with challenging behaviors, mental health, drug and alcohol, intellectual disability, and direct care experience.
- ✦ Ability to work with people from diverse backgrounds.
- ✦ Knowledge of Mental Health Services.
- ✦ An understanding of the National Disability Insurance Scheme (NDIS) and the nature of psychosocial distress
- ✦ Understands, respects, and promotes the privacy, confidentiality, and dignity of the client.
- ✦ Respects the client's right to make informed choices and decisions
- ✦ Ensures professional boundaries
- ✦ Reports incident that may impact negatively on the health and wellbeing of clients
- ✦ Completes required client reports accurately and within required timeframes
- ✦ Adheres to SKK's policies and procedures.
- ✦ Must hold a current Victorian Driver's License.

SKK encourages people from Aboriginal and Torres Strait Islander communities and people with lived experience of mental health and disability to apply.

Conditions of Employment

- ✦ An individual contract of employment will be negotiated.
- ✦ Applicants must be an Australian citizen, Permanent Resident or hold a valid work permit or visa.
- ✦ All new appointments will have a current and clear National Police Records Check, if appropriate an International Police Check, Working With Children Check and clear Disability Exclusion Scheme Check.

- ✦
- ✦ The collection and handling of applications and personal information will be consistent with the requirements of the Privacy and Data Protection Act 2014.
- ✦ Some out of hours work may be required.
All employees are required to take responsibility for a safe and healthy work environment, have a commitment to equal opportunity and a workplace free from discrimination and harassment.
- ✦ All employees are expected to comply with the Staff Code of Conduct, SKK Policy and Procedures.
- ✦ Employees to sign the Worker's Privacy and Confidentiality Undertaking. ✦ All Applicants will be subject to a probation period.

How To Apply

Please forward applications including how you meet the designated key selection criteria and a copy of your resume outlining your relevant experience to team@skk.org.com using the subject line: **Mental Health Support Worker**.

SKK appreciates the time and effort candidates have taken to submit their applications, however only short-listed candidates will be contacted.