

## POSITION DESCRIPTION

<b>Position Title</b>	Wellbeing Coach
<b>Reporting To</b>	Senior Wellbeing Practice Lead
<b>Employment Status</b>	Full Time / Part Time, Maximum Term contract until 30 June 2023
<b>Classification</b>	Consumer Service Delivery Level 2
<b>Team/Service</b>	Adult Mental Health Centre (AMHC) – Darwin
<b>Direct Reports</b>	N/A
<b>Date</b>	July 2021

### PROGRAM OVERVIEW

Neami National has partnered with the Larrakia Nation to deliver a new Adult Mental Health Service in Darwin.

The Centre will provide a holistic approach to support, addressing a range of social, physical and emotional needs informed by the Collaborative Recovery Model (CRM) and supported by best practice in evidence-based and evidence informed care. The Centre adheres to the principles of the Gayaa Dhuwi (Proud Spirit) Declaration and will work with our partner the Larrakia Nation in the development and delivery of services to ensure culturally safe services for Aboriginal and Torres Strait Islander people.

The Centre Team will be made up of Clinicians and psycho-social staff providing social and emotional wellbeing supports and peer support. The centre will provide short to medium term targeted care and support for adults experiencing a crisis or in significant distress and provide in house assessment, including information and support to access community, primary and tertiary services.

Service delivery will reflect principals of Trauma Informed Care and Recovery Oriented practices and be guided by extensive co-design processes.

The Centre will receive referrals from; GPs, public mental health services, community organisations, as well as self-referrals from members of the community. The multidisciplinary team will screen referrals to determine suitability, assess individual needs and assist access to appropriate services delivered by the team and other community providers.

## POSITION OVERVIEW

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The **Wellbeing Coach** will work within a multidisciplinary team to deliver a range of services to adults experiencing emotional distress, crises, mental ill health and/or addiction, and to their families, support people and carers, through a “no wrong door” approach. Of importance is the ability to be with people when they are distressed, the ability to listen compassionately and to support people to identify and act upon solutions that may improve their wellbeing.

The **Wellbeing Coach**, as an integral member of the team, will also be expected to welcome people to the AMHC and provide intake and triage services.

Neami recognises that most of us have our own lived experience of mental ill-health or personal experience in supporting someone who has experienced mental health and/or AOD issues and as such possess a rich understanding of their experiences of mental health recovery. As a **Wellbeing Coach**, you can purposefully use your own experience to help others further their own understanding of recovery.

Neami also recognises the value of working within a Social and Emotional Wellbeing (SEWB) Framework and is committed to employing Aboriginal and Torres Strait Islander people as Wellbeing Coaches.

The role involves; 7 day a week shift work, including morning, evening and weekend shifts.

## THE POSITION

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### *Key position Responsibilities, Duties and Accountabilities:*

- Undertake a brief triage to determine an individual’s/consumer’s immediate needs and ensure that they are directed/linked to supports relevant to their identified needs.
- Engage individuals and develop trusting and professional relationships.
- Seek to learn about/understand the individuals’ mental health issues and needs, their current circumstances, their work/education, their interests, and their connections with family and friends.
- Engage individuals, using a strengths-based approach to provide short- and medium-term support.
- Using Neami’s Collaborative Recovery Model (CRM) protocols, work collaboratively with individuals to identify their needs, set goals, and develop a plan to meet those goals.
- Provide opportunities to discuss problem solving strategies.
- Actively contribute as a team member to the delivery of integrated mental health service delivery.
- Collaborate with individual service users and with members of the multidisciplinary team to regularly review individuals plans.
- Work to the principles of the Gayaa Dhuwi (Proud Spirit) Declaration in the development and delivery of services to ensure culturally safe services for Aboriginal and Torres Strait Islander people.

## ORGANISATIONAL ACCOUNTABILITIES

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- Act always in accordance with the Neami National code of conduct
- Work in accordance with Neami National policies and procedures, including adhering to policies on Privacy and Confidentiality and Records Management
- Follow safe work practices for self and others and comply with Neami National Occupational Health and Safety management processes
- Ensure risks are identified, reported, documented, and appropriately managed in accordance with Neami Group policies to ensure safe and effective services.
- Proactively work towards achieving individual and team goals, whilst demonstrating Neami National core competencies and values
- Actively engage in Professional Development opportunities and embrace learning opportunities
- Take an active role in promoting and generating quality improvement processes within your area of responsibility and more generally across the program/organisation
- Have a commitment to promoting a diverse and inclusive environment for all; staff, consumers, and carers.
- In addition to the position description accountabilities, all staff are expected to undertake any reasonable tasks as directed

## THE PERSON

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### Experience, Knowledge, Qualifications, Skills and Attributes

#### ***Essential***

- Excellent communication skills
- Computer literacy and written communication skills
- Police Check
- A valid Northern Territory Driver's licence

#### ***Desirable***

- Certificate IV level qualifications in AOD, mental health or related field (or working towards)
- Lived experience of mental ill-health and/or AOD or personal experience in supporting someone who has experienced mental health and/or AOD issues and as such possess an understanding of the experience of recovery
- Experience working within a Social and Emotional Wellbeing framework.
- Experience of the public or private mental health system
- Demonstrated experience in facilitating groups, including the ability to prioritise different individual needs within a group

***Applicants from Aboriginal and Torres Strait Islander backgrounds, or from culturally & linguistically diverse backgrounds or those with a lived experience of recovery and mental health challenges are strongly encouraged to apply.***

## **ACKNOWLEDGEMENT OF POSITION DESCRIPTION**

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This position description is current at date of approval. It may change from time to time to reflect operational needs and changes to organisational reporting relationships.

I have read, understood and accept the responsibilities and accountabilities as outlined above in this position description.