

Mental Health Support Worker

Our vision: *People and communities have strong mental health and wellbeing.*

Our purpose: *Partnering with clients and carers to deliver mental health and wellbeing services that enhance quality of life.*

Our values: *Hope, Creativity and innovation, Client focus, Making a difference, Integrity.*

Position Information

Purpose	The Mental Health Support Worker will support customers to live independently to achieve their National Disability Insurance Scheme (NDIS) goals through one-to-one support, shared supports and group work facilitation in their residence. The Mental Health Support Worker will support customers to build capacity in activities of daily living and to achieve goals around recovery from mental ill-health.
Position reports to	Team Leader
Mind classification level	SCHADS Level 2
Stream	Supported Independent Living (SIL)
Purpose	<p>Mind operates Supported Independent Living (SIL) and Short-Term Accommodation services for people with severe and enduring psychosocial disability, some of whom may have dual disability. These residences are typically staffed 24/7 by Community Mental Health Practitioners.</p> <p>Funded through residents' NDIS packages, support is provided in the residential setting individually and within a group context when shared learning is seen to be beneficial to the person. Staff are required to assist in building a sense of community, take part in the co-design and co-production of workshops with residents, and to undertake project work. Services operate in the context of the local community, with a focus on supporting people to achieve their better life goals. Our practice is guided by Mind's model of recovery oriented practice, the Supported Independent Living model and our dual disability framework.</p>
Position description effective date	August 2021

Responsibilities

Mind values the experience and contribution of people from all cultures, genders, sexualities, bodies, abilities, ages, spiritualities and backgrounds. We encourage applications from Aboriginal and Torres Strait Islander peoples, people with a lived experience of mental ill-health and recovery, people living with disability, those who identify as LGBTIQ and applicants from culturally and linguistically diverse backgrounds.



<p>Provide direct support to the customer</p>	<ul style="list-style-type: none"> • Work with customers to achieve their goals as set out within their NDIS plan, Supported Independent Living quote and My Better Life Plan under regular supervision: <ul style="list-style-type: none"> – Welcoming and engagement. – Strengths identification and individual recovery plan development. – Role modelling activities of daily living skills and capacity development. – Engagement and maintenance of natural supports. – On-going self-management support. • Liaise with Support Coordinator when transitioning customers to new services. • Assist customers with their individual recovery plan in a range of areas including: <ul style="list-style-type: none"> – Understanding and managing their safety and wellbeing on a daily basis. – Developing and supporting daily living skills, budgeting and self-care activities. – Supporting crisis and incident management. – Physical health and medication self-management. • Assist the Team Leader to identify issues associated with drug and alcohol and liaise with relevant services.
<p>Provide support to families and carers</p>	<ul style="list-style-type: none"> • Assist family and carers through the provision of information and education. • Assist in the inclusion of families and carers in a customers' recovery. • Assist in the re-engagement and maintenance of family and carer relationships.
<p>Undertake group work</p>	<ul style="list-style-type: none"> • Deliver group work programs that assist customers to build their skills and focus on their recovery. • Assist in the development or implementation of groups and events. • Assist in the evaluation and review of group work programs.
<p>Work with local service providers</p>	<ul style="list-style-type: none"> • Support customers with accessing a range of local service providers including: <ul style="list-style-type: none"> – Support coordination. – Clinical mental health. – Physical health. – Eligible entitlements and benefits. – Housing. – Recreation and social connections including community access services.



<p>Tenancy management and housekeeping</p>	<ul style="list-style-type: none"> • Contribute to the day-to-day operations of the residential service through undertaking a range of housekeeping duties including cleaning, food shopping and meal preparation. • Ensure all communal areas are home-like and welcoming at all times. • Support residents with upcoming house inspections to ensure a high standard of cleanliness. • Assist residents with maintaining their tenancy in partnership with the Housing Provider.
<p>Professional development</p>	<ul style="list-style-type: none"> • Undertake relevant training and professional development, including regular supervision, appropriate to the primary work of the service and Mind. • Participate in reflective practice.
<p>Accountability</p>	<ul style="list-style-type: none"> • Conduct yourself in accordance with the Mind Code of Conduct and Mind policies and procedures which may change from time to time. • Proactively support Mind’s vision of supporting people facing mental health challenges to live well and be socially included, in accordance with the Mind values.
<p>Workplace health, safety and wellbeing</p>	<ul style="list-style-type: none"> • Contribute actively to the maintenance of a safe workplace. • Ensure all safety issues are reported and addressed as they arise.
<p>Lived experience</p>	<ul style="list-style-type: none"> • Contribute to a workplace that values lived experience and the inclusion of consumers, carers and families in the work we do.
<p>Cultural safety</p>	<ul style="list-style-type: none"> • Contribute to a culturally safe workforce and service environment for staff, consumers, carers and volunteers from all cultures, genders, sexualities, bodies, abilities, spiritualities, ages and backgrounds.



Position Requirements	
Qualifications required	<ul style="list-style-type: none"> • Tertiary qualifications (minimum Certificate III) in Mental Health, Psychology, Social Work, Occupational Therapy, Community Welfare or other health related field as designated by Mind. • Certificate IV in Community Service is highly desirable.
Knowledge, skills and experience required	<ul style="list-style-type: none"> • Experience working directly with people with mental health issues, complex needs and with their families and carers. • Proven ability to work autonomously and as part of a person centred team. • Ability to plan and prioritise to meet customer service delivery requirements and complete relevant documentation. • Excellent customer service skills. • Experience documenting client notes, reporting and working with a variety of electronic systems. • Understanding of available community services, networks and supports. • Awareness and understanding of the NDIS is desirable. • Working under a behaviour support plan is desirable.
Other	<ul style="list-style-type: none"> • Right to work in Australia. • Current valid driver's licence. • Current NDIS Worker Screening Check Clearance. • Working with Children Check or equivalent (Blue Card - QLD). • Able and willing to work a 24/7 rotating roster, including sleepovers and weekends. • Preparedness to work across different SIL services as required and directed.

To learn more about Mind visit mindaustralia.org.au



You can also watch our Great Minds series of videos by visiting www.youtube.com/mindaustralia

Mind Australia Limited ABN 22 005 063 589

