

TEAM:	Child, Youth and Family Services
LOCATION:	Kununurra
REPORTING LEADER:	<i>Team Facilitator - Child, Youth and Family Services</i>

ABOUT HELPINGMINDS

HelpingMinds Limited is a long-established non-profit organisation that provides safe and high quality services in the community to support families, carers and people living with a mental health issue. We provide support and hope to live the best life possible.

Our Purpose is by providing hope, we support our clients, carers and families to live their best lives possible.

Our Mission is to support family recovery and make a positive difference in the community and mental health sector through advocacy, education and the delivery of quality support services.

HelpingMinds promotes mental wellbeing by supporting individuals, families and friends to recovery.

- We understand families are important to the person living with mental distress.
- We understand every family is different
- We understand the importance of listening
- We understand the importance of connections
- We help build skills and confidence
- We empower hope in you and your family through your recovery journey

As a values-led organisation all team members act in accordance with our values of Hope, Collaboration, Trust, Integrity and Respect. Each team member undertakes their role utilising their unique skills and abilities to contribute to our purpose and mission.

PURPOSE OF THE ROLE

The Family Support Worker will be the local representative that is responsible for engaging and offering support to adults and young people within the community. They will work autonomously to provide a positive representation of the HelpingMinds brand while establishing and fostering close working links with relevant service providers in the area.

PRIMARY DUTIES AND RESPONSIBILITIES

1. Family & Carer Support

- Provide face to face, telephone, email and/or video conferencing support services to clients of all ages, genders, cultures and nationalities;
- Work with a family centred, recovery model of service provision;
- Work with the client to provide specialised support services to meet their unique needs;
- Provide evidence based supports to clients within a range of settings (schools, community, on country, outreach, hospitals, medical clinics etc);
- Undertake risk assessment and safety planning for clients experiencing self-harm or suicidal ideation;
Employ both a brief intervention model for working with clients as well as longer term therapeutic interventions where appropriate;
- Establish and facilitate support groups for clients;
- Work in conjunction with other services (NGO's, Government Departments, Mental Health Units, etc) to ensure wrap around supports for clients;
- Provide an information and referral service for clients;
- Establish, foster and maintain close working links with relevant mental health and other service providers;
- Participate with the other members of the team to develop appropriate services for all clients;
- Advocate for clients as required;
- Work with a family centred, recovery model of service provision;
- Participate in monthly team meetings and supervision sessions.
- Ensure case notes and data entry are entered daily and monthly reports are submitted on time as requested by Team Leader and Head Clinical Services;
- Comply with HelpingMinds policies and procedures regarding client file documentation in support of best practice and;
- Collect and record data required for reporting by funding bodies and HelpingMinds.

2. Education

- Develop and deliver specialised groups and workshops in coproduction with our clients and the community;
- Develop and deliver mental health educational workshops and community awareness programs for Community Group in coproduction with community requests and evidence based needs;
- Represent HelpingMinds at seminars, meetings, workshops, expos and events as required and;
- Provide best practice, evidence-based, effective interventions and group community education programs.

3. Client and Organisational Advocacy

- Promote the activities of HelpingMinds through liaison with local, state and federal government facilities, referral agencies/community groups and other organisations as necessary;
- Develop and maintain close working partnerships with local government and non-government organisations and develop strong referral pathways;

- Advocate on behalf of clients as necessary;
- Represent HelpingMinds at network meetings to develop and deliver advocacy strategies and;
- Represent HelpingMinds at seminars meetings and workshops when required.

4. Quality Improvement

- Maintain professional skills through continuing professional development;
- Participation in formal clinical supervision monthly;
- Sharing information from professional development opportunities across the team;
- Support the Clinical Governance, Child Safe Organisation and Reconciliation Action Plan requirements through adherence to HelpingMinds policies and procedures and;
- Contribute to the review and further development of relevant policies and procedures as per accreditation processes.

KEY PERFORMANCE INDICATORS

NA

Governance, Safety and Quality Requirements

In addition to your role specific responsibilities, HelpingMinds expects team members will:

- Perform other duties as requested or required and which are within the scope of their role and the capabilities of the employee.
- Be responsible for ensuring, as far as practicable, the provision of a safe working environment.
- Have an understanding and fulfils National Safety and Quality Standards requirements including but not limited to:
 - Participating in continuous safety and quality improvements actions, such as audit reviews and drills that result in improvements to patient care, team member knowledge or the consumers experience that align with actions describes within the standard.
 - Participating with the development, implementation, reporting and monitoring of HelpingMinds activities.
 - Ensuring records and statistics are kept in accordance with establish procedures.
 - Participating in annual performance development review.
- Perform duties and acts within the legal and financial constraints and boundaries of your role including but not limited to:
 - The Mental Health Legislation and Carers Recognition Act;
 - Commonwealth and State Funding Agreements;
 - Industrial Laws and Occupational Health and Safety Legislation;
 - The National Mental Health Standards 2010;
 - The National Standards for Disability Services;
 - The Australian Commission Safety and Quality Standards for Accreditation version 2;
 - The HelpingMinds Staff Agreement 2016 as well as current organisational Policies and Procedures;

Family Support Worker



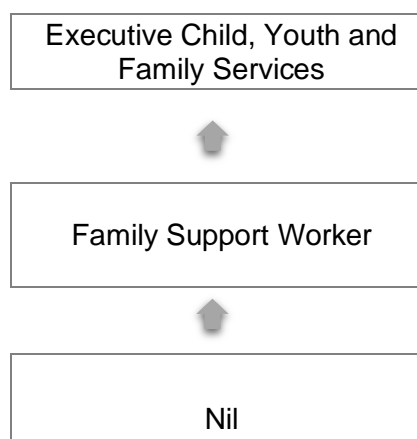
- HelpingMinds Code of Conduct, NDIS Code of Conduct and
- Work in accordance with your Employee Classification Definition according to the HelpingMinds Staff Agreement 2016.

AUTHORITY AND SUPERVISORY REQUIREMENTS

This role may have duties under the purview of other management team members, however, will ultimately report to:

This position is:

Roles reporting to this position:



POSITION STATUS, REMUNERATION AND BENEFITS

Position type:	Full-time/ Part-time
FTE:	0.6 – 1.0 FTE
Position Classification:	Salary level 3
Wellness days:	2 Wellness days per calendar year (more than 0.5 FTE) 1 Wellness day per calendar year (less than 0.5 FTE)
District and Remote Allowances:	Employees located in regional WA may be entitled to payment of District and Remote allowances.
Salary Packaging	Permanent employees salary packaging available up to \$15,900 <i>*HelpingMinds recommends employees seek independent advice prior to salary packaging**</i>

ESSENTIAL MINIMUM SELECTION CRITERIA

QUALIFICATIONS AND LICENCES

- Current Driver's License and Vehicle

Family Support Worker



- Working with Children Check
- Current National Police Clearance
- A relevant Qualification E.g. Counselling, Psychology, or Social Work

EXPERIENCE, SKILLS AND KNOWLEDGE

- Demonstrated ability to engage and provide counselling support to adults and young people, as well as groups
- Demonstrated ability to consult, liaise and maintain close working relationships with other service providers
- Demonstrated ability to work with minimum direction and to effectively communicate with Management and the team
- Work collaboratively to ensure effective team goals and client outcomes are met
- Demonstrated ability to provide advocacy services to clients
- Demonstrated effective oral and written communication skills
- Well-developed IT skills, with experience using Microsoft products and databases.

DESIRABLE SELECTION CRITERIA

- Similar experience in mental health/carer not-for-profit organisation/s, government department or corporations
- Lived experience of mental health issues or mental health carer

EMPLOYEE DECLARATION

I have read and understand the responsibilities and duties set out in this job description.

Signed: _____

Date: ____/____/____

Print name: _____

HelpingMinds is an equal opportunity employer supporting diversity in the workplace. We are committed to creating a safe environment for all team members and clients. To view our diversity statement please visit the HelpingMinds website

<https://helpingminds.org.au/diversity-statement/>

This document can be made available in alternative formats on request for a person with a disability.