

POSITION DESCRIPTION

Position Title	Intake and Assessment Worker - CALD Engagement
Reporting To	Service Manager
Employment Status	Full Time
Classification	Consumer Service Delivery Level 3
Team/Service	Central Intake Fairfield
Direct Reports	Not Applicable
Date	July 2021

PROGRAM OVERVIEW

The Partners in Wellbeing service is as follows:

The project is a time limited initiative which will assist people experiencing psychosocial distress and mental ill health due to the COVID-19 physical distancing and isolation measures, including those who are required to self-isolate for whatever reason. This includes people with lived experience of mental illness, as well as those experiencing poor psychosocial health for the first time due to the impacts of COVID-19. The initiative will also support war veterans in the context of their own psychosocial health and the caring role, acknowledging the negative and fatiguing impacts of COVID-19 on wellbeing and resilience.

The Partners in Wellbeing service supports will be targeted to people:

- who do not currently receive state, Commonwealth or NDIS funded psychosocial supports and require wellbeing checks and support.
- Priority will be given people at high risk of relapse in their mental health condition or psychological state to prevent avoidable relapse, ED presentations and hospital admission and/or risk of self-harm or suicide.

POSITION OVERVIEW

The CALD Engagement worker will work as part of a collaborative team approach, supported by regular opportunities to reflect upon their practice and access comprehensive training and development. The Intake teamwork with participants from the Partners in Wellbeing service to provide specialist psychosocial and wellbeing supports which will be delivered across Victoria via telephone and video technology.

The Intake team will assess the need for supports such as intensive specialist mental health screening and perform risk assessments, including arranging referrals to other providers. They carry out comprehensive assessments of the needs of the individual and provide the individual with the necessary information of

the sorts of services available to support their identified needs and the possible waiting times for services and support programs.

The CALD Engagement Intake and Assessment Worker will be responsible for the coordination of CALD stakeholder engagement across the state, including seeking out key partnerships, exploring collaborative opportunities in the community and driving marketing and promotional activities. They will utilise their advanced knowledge and assessment experience to establish eligibility of the individual and identify the initial needs/goals of the consumer's participation in the program. The role will also involve engaging with CALD community leaders, faith based leaders and international students to reduce barriers to help seeking behaviour and providing CALD networks with necessary information of other sorts of supports and services available and redirect and/or promote referrals as needed.

The CALD Engagement Intake and Assessment Worker will work in conjunction with Neami National, EACH & ACSO to enhance CALD community engagement for the Partners In Wellbeing service across the state. The worker will develop a stakeholder map and communication strategy, and work within community development, population health and project management frameworks, supported by Neami's Diversity and Inclusion Framework.

The successful applicant for the CALD Engagement Intake and Assessment Worker position will bring solid experience in the human services environment, particularly in working with people from culturally and linguistically diverse backgrounds. They will demonstrate an understanding of how best to access, advocate for, and maintain services for consumers who are from culturally diverse backgrounds. This experience will be complimented by a keen and dedicated commitment to supporting recovery and improving outcomes for people living with distress and low mood as a result of COVID-19.

THE POSITION

Key position Responsibilities, Duties and Accountabilities:

- Working alongside the Service Manager, identify key partnership opportunities with community services and proactively engage with key contacts
- Liaise with CALD community leaders, faith based community leaders and lead CALD organisations to discuss Partners In Wellbeing program, social and cultural considerations, barriers to access, and encourage referral pathways for the program.
- Explore innovative ways to promote the service and engage priority CALD populations across the state of Victoria.
- Represent Neami and the Partners In Wellbeing program on relevant committees, advisory groups and other events as required
- Provide a secondary consult to other Partners In Wellbeing staff within Neami, EACH & ACSO when they are engaged with a consumer from a CALD background
- Build awareness of the Partners In Wellbeing program's benefits with key stakeholders
- Develop collaborative working relationships with other Neami staff, Partners In Wellbeing staff and external stakeholders
- Establish and maintain sustainable service pathways, partnerships and support networks to meet consumer needs
- Coordinate service promotion and work alongside Wellbeing Coaches to engage potential referrers
- Make referrals to mental health providers & other community supports if program does not suit participant.
- Work closely with the Neami Communications and Marketing team to action the Communication/Marketing Plan for the program
- Involve carers, family and friends in the development of care plans where possible

- Engage consumers and develop trusting and professional relationships
- Engage consumers, using the strengths-based approach of the Collaborative Recovery Model (CRM) protocols and the values and principles of this model
- Maintain accurate individual consumer files and data bases (Carelink) in accordance with the policies and procedures of Neami and the service agreement with the funding body.
- Promote the principles and practice of service coordination to ensure that consumers are at the centre of service delivery and receive a timely, coordinated response to their health and social needs.
- Work from a trauma informed lens and have a strong understanding of the issues facing CALD communities which may impact on their reduced help seeking behaviour.

Participate Fully as a Team Member

- Using the team approach work collaboratively with immediate team members and other Neami services in order to ensure continuity of support and consistency in the comprehensive service to consumers
- Actively participate in reflective practice through team meetings, decision-making processes, service planning session, 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
- Contribute and participate with management and colleagues in the development, implementation, monitoring and evaluation of the program

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 on outcomes and issues
- Follow all OH&S procedures to ensure safe work practices

ORGANISATIONAL ACCOUNTABILITIES

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

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
- Manages conflict in a fair and transparent manner

- Manages disagreements and points of tension with tact and takes appropriate steps to deescalate where needed

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
- Demonstrated understanding of the mental health sector and the services provided by MHCS

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

THE PERSON

Experience, Knowledge, Qualifications, Skills and Attributes

Essential

- A valid and current Australian Driver's license
- A valid and current Working With Children Check
- An appropriately insured vehicle for work use. (Kilometres for work purposes shall be reimbursed).
- *Essential:* Project management and community development within CALD communities.
- *Desirable:* 1:1 support work with people of CALD background.
- Uphold ethical behaviour, consistent with the values of honesty, fairness, responsibility and hope
- Demonstrate integrity, credibility and foster open communication
- Positively listens and consults with others to proactively address conflict
- Demonstrates an interest and understanding of others and relates well to people at all levels
- Demonstrates self-awareness and ability to reflect and handle feedback well and learn from it
- Proven ability to work autonomously with minimal supervision and to prioritise multiple tasks to meet conflicting deadlines.
- Proven ability to maintain confidentiality and build trust to deal with sensitive and difficult situations in a diplomatic manner
- Ability to work productively in a fast paced, changing and agile environment
- Ability to establish respectful professional relationships that have clear boundaries with consumers, staff and partner organisations
- Ability to adapt communication style to meet the needs of a diverse range of people, and identifies changing needs within a group

ACKNOWLEDGEMENT OF POSITION DESCRIPTION

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.

By signing your employment agreement, you acknowledge that you have read, understood and accept the responsibilities and accountabilities as outlined above in this position description.