

## Position Information

<b>Position Title</b>	Mental Health Recovery Worker
<b>Program</b>	Recovery Assistance (RAP); Psychosocial Support (PSP), NDIS Supports
<b>Reports to</b>	Team Leader / Program Manager
<b>Direct reports</b>	Nil
<b>Award</b>	Social, Community, Home Care and Disability Services Industry Award 2010
<b>Award classification</b>	Level 3

## Organisation Information

TeamHEALTH has been providing services to people with mental illness in the Northern Territory for over 30 years. TeamHEALTH was established by a group of relatives and service providers of people with a mental illness who wished to provide stable, safe, accommodation for their family members.

Over time TeamHEALTH has developed and now provides a range of supports focusing on prevention, early intervention and recovery including residential services for people with severe and persistent mental illness, a community housing service, individual recovery and group-based support, together with early intervention support, home based aged care support, mental health promotion and education.

TeamHEALTH’s vision is that all people should lead a full and valued life. This is articulated through our purpose and operational philosophy of creating community capacity for good mental health, to enable people to live a full and valued life through the provision of supports, advocacy and education. Success in achieving our purpose requires consolidation of existing work, the use of evidence-based approaches and an adaptable skilled organisation.

The range of supports provided by TeamHEALTH are grouped into the following four main categories:

- Early Intervention, Suicide Prevention and Mental Health Education
- Adult (inclusive of Aged)
- Residential
- Housing

With accreditation to the National Standards for Mental Health Services, NDIS Quality and Safeguarding Framework, and the Aged Care Quality Standards, TeamHEALTH continues to focus on ensuring quality service provision and the pursuit of goals with participants.

## Position Summary

TeamHEALTH's Adult Supports aims to provide increased opportunities for recovery for people whose lives are severely affected by mental illness. The aim is to support recovery, reduce social isolation and provide practical supports to increase independence in the community. Using a strengths-based approach, and providing intensive one-to-one support, individuals are:

- provided access to appropriate support services at the right time;
- enabled to build upon personal capacity, confidence and self-reliance;
- supported in community participation, and;
- provided practical assistance to manage daily activities.

Reporting to the relevant Team Leader/Program Manager, the Mental Health Recovery Worker provides centre based or outreach support to participants using the psychosocial rehabilitation framework, with a focus on supports that are person centred, recovery focused, strengths based, timely and culturally appropriate.

The Mental Health Recovery Worker will develop, in consultation with the participant and where appropriate, other key stakeholders, an Individual Recovery Plan (IRP) to assist in achieving personal goals and positive outcomes for mental health, physical health and wellbeing. Supports provided will assist participants to maintain and increase their independence and live valued lives within the community.

The Mental Health Recovery Worker will be required to deliver supports in a number of recovery focussed mental health settings including:

**Centre-Based:** provides structured social activities aimed at promoting independence and social inclusion.

**Outreach Support (RAP, PSP, NDIS Supports):** aimed at increasing independence and wellbeing through practical supports and community participation.

## Key Result Areas

### 1. Participant Support Services

- 1.1. Work with the Team Leader/Program Manager to develop and foster relationships with participants and their families.
- 1.2. Undertake eligibility screening and intake for participants referred.
- 1.3. Develop and monitor the Outcome Star and IRP with participants that assists in the development of skills for independent living and self-management of their mental illness and other comorbid conditions as identified by health practitioners.
- 1.4. Provide coordinated support to individuals in collaboration with Top End Mental Health Services (TEMHS) and other relevant stakeholders, using a strength based framework.
- 1.5. Ensure that services provided reflect principles of person centred, strengths based support that focus on prevention and recovery.
- 1.6. Assist participants to develop, monitor and implement IRP's by assisting with access and referral to appropriate support services in the community that meets the needs of participants.
- 1.7. In consultation with the Team Leader/Program Manager assist in the development of the policy, instructions, tools, and operational guidelines relevant to support provision.

### 2. Relationship Management

- 2.1. Foster effective working relationships with TeamHEALTH's mental health sector stakeholders in the relevant region/area.
- 2.2. Work effectively with persons of Indigenous and Culturally and Linguistically Diverse Backgrounds (CALD).
- 2.3. Uphold the TeamHEALTH values of Integrity, Accountability, Wellbeing and Respect in all engagement with staff, participants, carers and external contacts.

### 3. Reporting and Evaluation

- 3.1. Undertake and document Outcome Stars and IRP's on a regular basis; and assist in data collection and evaluation.
- 3.2. Ensure participant case notes are updated daily, IRP documented and reviewed in accordance with TeamHEALTH policy.
- 3.3. Ensure that support related data gathering and all internal and external reporting is accurate and completed within timeframes required by any external providers and TeamHEALTH.
- 3.4. Actively participate in regular support and supervision, including continued professional development and appraise and develop discussions.
- 3.5. Participate in team meetings, group supervision and all staff meetings as required.
- 3.6. Participate in the development and use of evaluation tools and processes.

## Key Selection Criteria

TeamHEALTH recognises the value of experience in all facets of life and work and encourages individuals with a lived experience of mental illness to apply.

### All TeamHEALTH Staff

1. A National Police Certificate that was issued less than two years ago or proof of an application for a National Police Certificate.
2. A current Driver's Licence.
3. A current Ochre Card / NDIS Worker Screening Clearance.
4. NDIS Worker Orientation Module Certificate.

### Essential for Position

5. Appropriate qualifications in a community services, mental health or related area.
6. Demonstrated understanding of the recovery model and psychosocial rehabilitation.
7. Demonstrated experience in the delivery of services to people with mental illness and psychiatric disability in a community setting.
8. Demonstrated ability to uphold the right of people with a mental illness and their carers.
9. Demonstrated ability to form partnership with all stakeholders including participants, carer, clinical services and other service providers.
10. Demonstrated high level of communication skills (written and verbal), with the ability to interact with a diverse range of people.
11. Demonstrated ethical work practices including an understanding of appropriate personal boundaries.
12. Action orientated, flexible and innovative approach.
13. Demonstrated computer literacy in a Microsoft Office environment.

### Desirable for Position

14. Certificate IV in Mental Health or willingness to obtain.
15. First Aid Certificate or willingness to obtain.

## Position Description Approval

<b>Approved by</b>	Sueanne Johns, Executive Manager, Mental Health
<b>Date approved</b>	14 October 2021
<b>Signature</b>	