

Position Information

Position Title	Mental Health Recovery Worker
Program	Residential Services
Reports to	Coordinator / Team Leader
Direct reports	Nil
Award	Social, Community, Home Care and Disability Services Industry Award 2010
Award classification	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 recovery focused supports 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 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.

With the introduction of the National Disability Insurance Scheme (NDIS) in the Territory the use of the Outcome Star is firmly embedded in our ways of working to ensure a person centred, strength based and recovery focused use of supports for people with a mental illness. The range of supports provided by TeamHEALTH are grouped into the following five main categories:

- Child and Family
- Adult (inclusive of Aged)
- Residential
- Housing
- Mental Health Education

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

Position Summary

The Residential Services Program 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 improve independent living and employment outcomes. The Residential Services Program uses a strengths-based approach and provides intensive one-to-one support.

The aim of the Residential Services Program is to support people with mental illness into independent living in the Community. This support is provided by TeamHEALTH through a number of recovery focussed mental health programs and settings –

- Sub-Acute – Provides a sub-acute support service for either four weeks or up to 12 weeks, including step up from community and step down from inpatient care. The service supports participants to gain confidence and skills to return to living independently in the community.
- Medium-Longer Term Psychosocial Rehabilitation - A specialist longer-term residential program designed to support people with severe and persistent mental illness who are unable to live independently in the community. The program focuses on relearning or learning living skills within a psychosocial rehabilitation framework in the areas of living, learning, socialising and working. The service aims to support participants to achieve independent living in the Community upon exit or transition to a NDIS Home and Living Package.
- Complex Support Residence – Medium-long term psychosocial rehabilitation for people who are impacted by severe mental illness, and cannot live safely in the community. The service supports participants to regain confidence and skills to transition back into living independently in the community.
- Home and Living – Psychosocial rehabilitation in residential homes designed to support people with psychiatric disability who are unable to live independently in the community and require help with and/or supervision of daily tasks to develop the skills and achieve personal goals. Participants are funded through NDIS.

Reporting to the Coordinator/Team Leader the Mental Health Recovery Worker assists participants in a strengths based, psychosocial rehabilitation framework, with a focus on the life areas of living, learning, working and socialising.

The Mental Health Recovery Worker will work to enable participants to develop their Individual Recovery Plan (IRP), and assist in access and referral to appropriate support services as identified in their plan. The Mental Health Recovery Worker will perform an integral role in recovery by supporting participants to achieve independent living in the community. The Mental Health Recovery Worker must be willing to work across all residential programs as required.

Key Result Areas

1. Participant Support Services

- 1.1. Provide rehabilitation services in a strengths based approach and in consultation with the Coordinator/Team Leader and Top End Mental Health Service (TEMHS) Case Manager.
- 1.2. Ensure that services provided reflect principles of psychosocial rehabilitation and recovery.
- 1.3. Provide coordinated psychosocial rehabilitation services that focus on recovery and relapse prevention.
- 1.4. Develop, implement and monitor the Outcome Star and Individual Recovery Plans (IRP) with participants and assist with access and referral to appropriate support services in the community.
- 1.5. In consultation with the Coordinator/Team Leader assist in the development of the policy, instructions, tools and operational guidelines relevant to service provision.
- 1.6. Assist in the ongoing management of a safe workplace through involvement in the implementation of safe systems of work.
- 1.7. Assist in the running of the household and participate in rostered shift duties.

2. Relationship Management

- 2.1. Foster effective working relationships with TeamHEALTH's mental health sector stakeholders.
- 2.2. Work effectively with persons of Indigenous & 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 relevant data collection and evaluation.
- 3.2. Ensure participant case notes are updated daily, IRP's documented and reviewed regularly.
- 3.3. In consultation with Coordinator/Team Leader ensure appropriate Policy, Instructions, Data Collection and Returns are completed within established timeframes.
- 3.4. Actively participate in regular team meetings, support and supervision with the Team Leader, including continued professional development and performance reviews.

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 partnerships and work collaboratively with all stakeholders including participants, clinical services, carer 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. Senior First Aid Certificate or willingness to obtain.
16. Forensic mental health experience is an advantage.

Position Description Approval

Approved by	Kylie Ella, Executive Manager, Mental Health Promotion
Date approved	9 November 2021
Signature	