

HEALTH & WELLBEING CONSULTANT

Site Location:	TBA
Reporting Line:	Senior Health & Wellbeing Consultant
Classification:	Common Law Contract (underpinned by Labour Market Assistance Industry Award 2020)

Community based and profit-for-purpose, MatchWorks is one of Australia's biggest employment services providers. We are also part of the genU family, and we proudly reinvest our profits back into the communities we work within to help people lead their best lives.

The genU way

genU is short for Generation You. Because whatever generation you belong to, whether you're young, old, or somewhere in between, what unites us is the belief that neither disability nor ageing are disadvantages to be endured but challenges to be met boldly, achievements to be had and adventures in the making. Our mission is to enable each person we support to live the life they choose.

OUR VALUES



At MatchWorks, we believe everyone deserves the opportunity to work. That is why, every year, we help thousands of people from all backgrounds, ages, and abilities to find sustainable employment. We know what job seekers need to take the next step and we are across the kinds of things employers want in their people. Most importantly, we bring the two together in a professional and positive way.

Our talent is diverse, with 800 staff across 200 locations coming from over 150 countries and speaking more than 100 different languages. Working for MatchWorks is more than a job, it's a career. When working for us, our people benefit from the following –

- Connections with new people who inspire, mentor and lead
- Development of skills and experience whilst sharing abilities and knowledges with others

POSITION DESCRIPTION

- Development and Promotion opportunities
- Opportunities to build existing and new qualifications through annual planning and performance management planning

For more information on the brilliant work we do at MatchWorks, please visit www.matchworks.com.au.

Position Purpose	As a Health and Wellbeing Consultant (Mental Health) you will utilise your specialist skills, knowledge and experience to provide a person centred, holistic approach to support clients toward improved management of their mental and/or physical health issues in order to facilitate successful engagement with employment. You will also use your counselling intervention skills when support clients.
Key Responsibilities	<p>They position is directly responsible for key accountabilities and their achievement of Key Performance Indicators.</p> <p>Direct delivery to clients</p> <ul style="list-style-type: none"> ▪ Conducting biopsychosocial assessments ▪ Provide face to face and telehealth interventions to individuals ▪ Deliver group work, including lifestyle, health specific, and psycho-educational workshops ▪ Monitoring clients individual health and wellbeing throughout interactions and provide regular updates on a clients progress/return to work to the clients Employment Consultant ▪ Produce tailored health action plans for each client focusing on improving their health and moving them closer to work ▪ Offer advice and guidance to clients with regard to their health condition and empower individuals to manage their health more independently and effectively ▪ Provide return to work guidance and offer in-work support which may involve liaising with employers ▪ Refer to clients to appropriate specialist services, agencies, and organisations where appropriate ▪ Ensure clients are able to access appropriate self-help material ▪ Collaboration with operational staff and other health professionals to support clients in moving toward employment ▪ Assisting and supporting as many clients into suitable and sustainable work as possible <p>Maintaining accurate records/other admin</p> <ul style="list-style-type: none"> ▪ Ensure that all client activities are recorded accurately and appropriately on our systems within 48 hours, as per KPIs/standards

POSITION DESCRIPTION

	<ul style="list-style-type: none"> ▪ Client health action plans to be completed on the system and updated as appropriate ▪ All other supporting documentation to be recorded as appropriate onto clients files ▪ Provide monthly statistics in relation to performance by the end of each month, as per KPIs ▪ Ensure HWB KIPS invoices are submitted at the end of each week <p>Manage issues appropriately in the event of risk</p> <ul style="list-style-type: none"> ▪ Escalate any risk issues to the local branch manager and other senior management as per the Risk Management Policy & Procedure ▪ Ensure the Senior Health and Wellbeing Consultant is aware of any risk issues which may or may not have also been escalated to the local branch manager <p>Stakeholder relationship management</p> <ul style="list-style-type: none"> ▪ Demonstrate excellent communication with the Health and Wellbeing team and all other operational staff ▪ To promote and generate referrals to the Health and Wellbeing service to engage and maximise uptake ▪ Work with Senior Health and Wellbeing Consultant and the wider Health and Wellbeing and operational teams to build relationships with external organisations and specialist providers of Health and Wellbeing related services ▪ To provide up skilling and training to operational staff contributing to continual improvement of the service offered to clients and operational performance <p>Continued development</p> <ul style="list-style-type: none"> ▪ Participate in monthly review meetings to discuss your performance in the role, and your delivery of the Health and Wellbeing Service ▪ Engage in monthly supervision with a Senior Health and Wellbeing Consultant as per the clinical supervision guidelines ▪ Participate in an annual professional development review to identify areas for ongoing personal and professional development ▪ Participate in training and development opportunities provided ▪ Take ownership for all your continuous professional development and professional body registration requirement <p>OH&S Responsibilities</p> <p>The Board of Directors of genU recognises its moral and legal responsibilities to provide a working environment for its employees, volunteers, contractors, visitors, the general public and those whom we serve (our clients and our residents), that is safe and healthy.</p>
Key Selection Criteria	Essential: Qualifications:

POSITION DESCRIPTION

	<ul style="list-style-type: none"> ▪ Full registration as a health professional with one of the following regulatory bodies as below: <ul style="list-style-type: none"> a. Psychologist registered with the Australian Health Practitioner Regulation Agency (AHPRA) b. Occupational Therapist registered with AHPRA c. A counsellor registered with the Australian Counselling Associations (ACA) or Psychotherapy and Counselling Federation of Australia (PACA) d. Rehabilitation Counsellor registered with Australian Society of Rehabilitation Counsellors (ASORC) e. Accredited Mental Health Social Worker registered with the Australian Association of Social workers (AASW) <p>Clinical experience</p> <ul style="list-style-type: none"> ▪ Demonstrated ability to apply evidence based and best practice therapeutic approaches suited to short term client interventions such as Cognitive Behavioural Therapy and/or, Motivational Interviewing and/or Brief Solution Focused Therapy ▪ Working knowledge of the biopsychosocial model of healthcare ▪ Experience of working with clients who have mild to moderate mental health issues ▪ Demonstrated ability to assess and manage a diverse range of clinical mental health conditions ▪ Must be adaptable, flexible and be able to react positively to ongoing change ▪ Experience of facilitating mental health related group interventions ▪ Understanding of the benefits of being in work and the relationship between employment and health and wellbeing ▪ Have a passion and interest in empowering clients to effectively manage their mental health conditions enabling them to move closer to employment <p>Organising and planning</p> <ul style="list-style-type: none"> ▪ Must have excellent verbal and written communication skills ▪ Ability to work constructively and collaboratively as part of a team ▪ Proficient in relevant computer software programs, particularly MS Office and Outlook <p>Managing internal and external stakeholders</p> <ul style="list-style-type: none"> ▪ Willing to act as a champion to support the importance of improving general health and wellbeing for our clients to assist them toward sustainable employment ▪ Ability to develop local referral pathways with external services <p>Developing others</p> <ul style="list-style-type: none"> ▪ Commitment to continuous personal and professional development ▪ Ability to support non-health professionals in their understanding and integration of HWB service
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Desirable:	<ul style="list-style-type: none"> ▪ Working knowledge of health and social care systems ▪ Experience of working in either welfare to work, occupational health, vocational rehabilitation, or condition management ▪ Experience of working with those who are unemployed ▪ Ability to work sensitively with clients from diverse backgrounds ▪ Experience of working with clients who have severe and enduring mental health issues ▪ Experience of working as part of a small team of specialists in an office/business of non-health professionals ▪ Experience of designing and delivering presentations to a wide variety of audiences ▪ Experience of using online databases and diaries ▪ Knowledge and experience in administering psychometrics ▪ Experience of overseeing or designing development plans for other health professionals ▪ Ability to commercial environments and understanding of performance driven environments
Cultural Fit:	<p>In addition to the selection criteria outlined above, the successful applicant must be able to demonstrate they are committed to the genU Vision, Mission and Values and will bring a collegial approach to the genU workforce and incorporate these values and behaviours.</p> <p>genU values diversity and encourages applications from Aboriginal and Torres Strait Islanders, people with disabilities and from culturally and linguistically diverse backgrounds. genU is committed to making reasonable adjustments where operationally viable.</p>
General Information:	<p>Employment terms and conditions are provided according to relevant award/agreement.</p> <p>This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role.</p> <p>It is not intended to be an exhaustive list of all responsibilities, duties and skills required. genU reserves the right to modify position descriptions as required. Employees will be consulted when this occurs.</p> <p>genU recognises the increased importance of workplace flexibility and will reasonably consider requests for flexibility to balancing work, life and family needs.</p>