

Our Vision

A compassionate society that takes an informed, health-first approach to an informed, health-first approach to alcohol and other drugs

Our Purpose

To empower individuals, families and communities to maximise health and wellbeing, by working in partnership and without judgement.

Our Values



Position Description

Position Title:	Psychosocial Mental Health Support Worker
Program:	Treatment & Support Services (TSS) - Alongside Program
Classification	Community Services Employee (CSE) Level 3
Reports To:	Clinical Team Leader - TSS
Position Outline:	The Alongside Program is a non-clinical program providing psychosocial support to clients experiencing co-occurring mental illness, substance use and other comorbidities with associated psychosocial disability who do not have access to NDIS or other capacity building supports. This position undertakes capacity-building, planning, coordination and liaison services that support clients to achieve their recovery goals.

Key Accountabilities

- ❖ Provide clients and their carers with capacity-building services to further their recovery goals in line with individual support plans
- ❖ Work closely with Directions' multidisciplinary teams and external agencies to ensure integrated and coordinated service provision
- ❖ Participate in ongoing data collection, record keeping, quality improvement and safety frameworks

Duties and Responsibilities

- Take a person centred, recovery-oriented approach to engaging clients, respecting their right to privacy, independence and self-determination, meaningfully involving their carers where appropriate
- Undertake holistic assessment of prospective clients referred for psychosocial support, including screening for suitability
- Work with clients, carers and other stakeholders to identify their goals and aspirations and create a holistic and strength-based individual support plans, in line with the program model of care and including referral to supplementary services as needed
- Provide brief therapeutic and harm minimisations interventions and referral to suitable services
- Provide, evidence informed case management sessions with clients that are sensitive and responsive to their cultural strength, needs and goals, including on outreach
- Support clients and their carers to access and maintain engagement with the clinical supports they need to manage their mental health, substance use and other complex issues and achieve their individual recovery goals through person centred, strengths based, trauma informed, individualised support and case management
- Support clients to establish meaningful personal and community connections and connect them to the support needed to develop their skills to sustain housing and live successfully in the community
- Provide comprehensive information on available treatment and support options and/or harm reduction strategies
- Facilitate self-help and support groups and contribute to group program development

- Build relationships and refer clients to other Directions services and external agencies as required to address health and other issues and work collaboratively with these services to ensure effective coordination and continuity of care
- Undertake routine outcomes measurement and progress monitoring in collaboration with clients
- Ensure documentation and data collection is timely, complete and of an appropriate standard, including assessments, client case notes, treatment outcomes measures, reports and other written communication, and ensure effective handover of information when required
- Maintain professional standards in relation to service delivery and confidentiality
- Seek to enhance or maintain skills and expertise through training and professional development (including exposure to groups and clinical practices and self-directed learning to enhance AOD treatment), line management, and performance reviews
- Work in accordance with Directions' Policies and Procedures and health and safety guidelines
- Participate in staff meetings, supervision and shared care meetings

After hours work and travel to other sites in ACT may be required

Selection Criteria

1. Qualification and Experience

- Cert IV Mental health
- Cert IV in AOD or the AOD Skill Set

Desirable

- Qualification or currently studying towards a qualification, in Counselling/Social Work/Psychology/Nursing/other relevant field and/or
- Experience in AOD or Mental Health service settings

2. Skills, Knowledge and Capabilities

- Demonstrated understanding of the impact of psychosocial and substance use issues on clients and family members/friends, and good working knowledge of effective treatment and support options and harm minimisation strategies
- Demonstrated understanding of mental health problems and other comorbidities
- Well organised, self-motivated, and proactive
- An understanding of the issues this client group may experience and a willingness to learn about the Stepped Model of Care and Recovery Oriented Approach
- An understanding and commitment to the principles of harm minimisation
- Excellent communication and interpersonal skills, combined with a proactive and hands-on attitude
- Proficient in using Microsoft Office applications and the ability to use electronic client information systems
- Ability to work competently in a cross-cultural environment
- Demonstrated ability to work effectively with minimum supervision in a small flexible team environment

3. Behaviours

- A commitment to the mission and values of the organisation
- Reliable, punctual and mature attitude to work
- Ability and a commitment to effectively engage with staff, and with clients from a marginalised background, in a non-judgemental courteous and respectful manner

4. Other Requirements

- A current First Aid Certificate
- Employment is subject to a satisfactory AFP National Police Check and Working With Vulnerable People Registration
- Australian Citizenship or suitable rights to work in Australia
- A current Driver's Licence is desirable

Directions is a Non-Government Not for Profit Organisation funded by the Commonwealth and ACT Governments, and all positions and employment agreements are subject to the availability of funding.

I acknowledge that I have read and understand the duties and responsibilities required of me in this position and that my supervisor will provide any further clarification required.

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Employee Signature

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Date