

# Position Description

## NDIS Mental Health Support Worker



<b>SCHADS Award Classification:</b>	Level 2.1 (Community)
<b>Employment Type:</b>	Casual (potential for casual conversion for eligible employees), <u>Immediate Start</u>
<b>Program Area:</b>	NDIS Psychosocial and Community Supports
<b>Reports To:</b>	Team Leader / Program Coordinator & Managing Director   NDIS & Compliance
<b>Location:</b>	Community-based across Canefields service areas (Greater Logan area)

## About Canefields Community

Canefields Community delivers person-centred disability and psychosocial supports that strengthen wellbeing, recovery, independence, social connection, and meaningful community participation.

Our programs are grounded in trauma-informed, recovery-oriented, and strengths-based practice. We work alongside participants to build confidence, develop practical life skills, improve social and emotional wellbeing, and create pathways toward greater independence and quality of life.

Canefields recognises the importance of compassionate, capable, and community-focused support workers who can build trust, promote stability, and support participants experiencing complex life challenges, psychosocial disability, and mental health barriers.

## Position Purpose

The NDIS Mental Health Support Worker provides recovery-oriented psychosocial support to people living with mental health challenges and psychosocial disability.

This role supports participants to improve daily functioning, strengthen independence, build resilience, increase community participation, and work toward their individual NDIS goals.

Workers in this role apply sound judgement, work with greater independence than entry-level staff, and contribute to participant wellbeing through consistent, person-centred, trauma-informed support.

The role may involve supporting participants experiencing emotional distress, social isolation, behavioural challenges, complex life circumstances, or fluctuating mental health presentations.

Level 2 workers are expected to demonstrate initiative, professional communication skills, risk awareness, and the ability to contribute positively within a multidisciplinary and community-based environment.

## Key Responsibilities

### Participant Support and Recovery Practice

- Deliver person-centred and recovery-oriented psychosocial support in accordance with participant goals, support plans, and NDIS principles.
- Support participants to develop independence, emotional regulation, social connection, confidence, and practical life skills.
- Assist participants to establish healthy routines, improve community participation, and engage in meaningful activities.
- Support participants to access appointments, education, employment pathways, housing supports, health services, and community resources.
- Build professional, respectful, and therapeutic relationships while maintaining clear professional boundaries.
- Encourage participant choice, autonomy, dignity, and self-determination.
- Respond appropriately to participant distress, escalation, or wellbeing concerns within organisational procedures and scope of practice.
- Provide strengths-based mentoring, encouragement, and practical support.

### Mental Health and Psychosocial Support

- Work effectively with participants experiencing anxiety, depression, trauma, psychosocial disability, emotional dysregulation, social withdrawal, or complex support needs.
- Apply trauma-informed and culturally safe approaches to support delivery.
- Recognise changes in participant presentation, risks, or wellbeing and escalate concerns appropriately.
- Support implementation of behaviour support strategies and positive behaviour approaches where applicable.
- Promote participant safety, emotional wellbeing, coping strategies, and community inclusion.

- Contribute to maintaining stable, supportive, and recovery-focused environments.

#### **Program Delivery and Community Engagement**

- Support delivery of Canefields wellbeing, mentoring, psychosocial recovery, life skills, and community participation programs.
- Facilitate participant engagement in structured and informal activities that support recovery and inclusion.
- Assist participants to build confidence in social, recreational, vocational, and community settings.
- Encourage peer connection, healthy relationships, and positive participation outcomes.
- Contribute ideas and feedback to improve participant engagement and program quality.

#### **Documentation, Communication, and Coordination**

- Complete accurate shift notes, progress records, incident reports, risk documentation, and participant updates within required timeframes.
- Communicate effectively with coordinators, families, carers, clinicians, support coordinators, and relevant stakeholders.
- Participate in case discussions, supervision, reflective practice, and team meetings.
- Maintain confidentiality and privacy in accordance with legislation and organisational policies.
- Identify emerging risks or participant concerns and communicate these promptly.
- Support continuity of care through clear and professional handovers.

#### **Leadership and Team Contribution**

- Work with a level of autonomy appropriate to a SCHADS Level 2 role.
- Provide informal guidance and positive role modelling to newer or entry-level support workers where appropriate.
- Contribute to a positive team culture and collaborative workplace environment.
- Participate actively in ongoing learning, professional development, and continuous improvement activities.

## **Key Selection Criteria**

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### **Essential**

- Experience supporting people with disability, psychosocial disability, mental health challenges, or complex support needs.
- Demonstrated understanding of recovery-oriented and trauma-informed practice.
- Strong interpersonal, communication, and relationship-building skills.
- Ability to work independently, prioritise tasks, and exercise sound judgement within scope.
- Ability to remain calm, professional, and supportive in challenging situations.
- Understanding of professional boundaries, confidentiality, and ethical conduct.
- Competent written and digital communication skills for reporting and documentation.
- Current or willingness to obtain:
  - NDIS Worker Screening Clearance
  - Working with Children Check (where required)
  - Current First Aid and CPR Certificate
  - Valid driver licence and reliable vehicle

### **Desirable**

- Certificate IV or higher qualification in Mental Health, Community Services, Disability, Youth Work, Alcohol and Other Drugs, or related field.
- Experience working within the NDIS environment.
- Experience supporting participants with psychosocial disability and complex behaviours.
- Mental Health First Aid training.
- Knowledge of local community, health, housing, and psychosocial support systems.
- Lived experience of mental health recovery or caring responsibilities.

## **Core Capabilities and Attributes**

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Canefields is seeking workers who demonstrate:

- Compassion, empathy, and emotional intelligence
- Recovery-oriented and strengths-based thinking
- Reliability, professionalism, and accountability
- Initiative and problem-solving skills
- Emotional resilience and self-awareness
- Ability to engage respectfully with diverse communities

- Strong communication and teamwork skills
- Commitment to participant rights, dignity, and inclusion
- Capacity to build trust and maintain therapeutic relationships

## Training and Development

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Canefields Community is committed to ongoing workforce capability and development.

Workers in this role are expected to participate in:

- Induction and mandatory compliance training
- Trauma-informed and recovery-oriented practice development
- Mental health and psychosocial support training
- Reflective practice and supervision
- Ongoing professional learning and skill development
- Team meetings and continuous improvement activities

## Working Conditions

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- Community-based and mobile role.
- May include weekday, evening, weekend, sleepover, or public holiday shifts.
- Work may occur in participant homes, community settings, outreach environments, or program locations.
- Role may involve exposure to participants experiencing distress, crisis, or challenging behaviours.
- Some manual handling and transport duties may be required.
- Workers are expected to maintain professional presentation and conduct at all times.

## Compliance Requirements

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All employees must comply with:

- NDIS Practice Standards
- NDIS Code of Conduct
- Workplace Health and Safety requirements
- Privacy and confidentiality obligations
- Child safety and safeguarding responsibilities
- Positive behaviour support requirements
- Canefields policies and procedures

Employment is subject to satisfactory screening clearances and ongoing compliance requirements.

## Position Summary

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The NDIS Mental Health Support Worker plays an important role in supporting participant recovery, stability, independence, and community connection.

This position reflects Canefields Community's commitment to delivering safe, compassionate, and recovery-focused psychosocial support that empowers participants to build meaningful lives, strengthen wellbeing, and achieve their individual goals.

Workers in this role contribute to creating inclusive, supportive, and community-connected environments where participants are respected, heard, and encouraged to thrive.

## How to Apply

Please email [l.wilson@canefieldsclubhouse.org.au](mailto:l.wilson@canefieldsclubhouse.org.au) with your CV attached and we will endeavour to reach out to you as soon as possible.

### Lauren Wilson

Managing Director | *NDIS & Compliance*