

Position Description

This position	Mental Health Support Worker (Level 3)
Your directorate	Communities
Your stream	Mental Health and Wellbeing
You'll report to	Team Leader
Reviewed	10/06/2026

Uniting's purpose & values

When you're part of Uniting NSW.ACT, you're part of a diverse, purpose-led team of people who are really making a difference to the world around them.

We contribute to the work and mission of the Uniting Church in NSW and the ACT through social justice advocacy, community services and spiritual care. We provide care and support for people through all ages and stages of life, with a focus on people experiencing disadvantage and vulnerability. Our purpose is to inspire people, enliven communities and confront injustice.

Uniting leaders and employees work together to create a culture that is safe, inclusive, and person-centred. We bring this to life every day through our values: compassionate, respectful, imaginative, and bold.

Uniting acknowledges the continuing sovereignty and rich cultural diversity of Australia's First Peoples. We pay our respects to all Elders – past, present, and emerging – and to all First Peoples on whose lands we live and work.

Uniting is a Child Safe Organisation committed to promoting the safety, wellbeing and inclusion of children and young people.

About this role

The Mental Health Support Worker is responsible for providing a range of individualised psychosocial supports to consumers. The role contributes to a recovery-oriented, person-centred, and trauma-informed service by building authentic relationships, promoting self-determination, and supporting individuals to achieve their personal goals.

This includes building capacity to improve the consumer's life through increased abilities and skills, ongoing collaborative monitoring of the consumer's recovery journey and supporting the development and monitoring of individualised recovery plans.

Your key accountabilities

You will be an integral member of the Communities Mental Health and Wellbeing team through the following:

- Provide consistent and visible self-directed leadership in WH&S behaviours and actions and comply with all WHS policies and procedures. Ensure training has been undertaken to be able to work in a safe manner.
- Practice self-care, maintain personal wellbeing and utilise supervision and other supports.
- Ensure adherence to Uniting's values, policies and procedures as well as relevant legislative requirements at all times.
- Participate in continuous improvement activities to ensure the delivery of quality and safe services.
- Seek opportunities for personal development and continuing education to ensure skills and knowledge relevant to the role and in line with the changing needs of Mental Health and Wellbeing are maintained.
- Contribute to the development and evaluation of changes and improvements to the services provided by the team.
- Actively contribute towards maintaining a safe and supportive working environment that is inclusive of all staff through celebrating their nationality, cultural background, LGBTI status, abilities, gender, and age.

As the Mental Health Support Worker within the Mental Health and Wellbeing team, your role will specifically:

Support Delivery

- Deliver practical and psychosocial support aligned with individual support plans and recovery goals.
- Proactive with assisting consumers to build daily living skills (e.g., self-care, budgeting, tenancy sustainment, routine development).
- Support access to community, health, housing, and social services.
- Actively promote independence and reduce reliance on formal supports over time.
- Respond appropriately to changing needs, risks, and escalation scenarios within scope.
- Provide input to quality standards, auditing and accreditation, as required.

Advocacy & Empowerment

- Promote consumer choice, voice, and autonomy.
- Support individuals in navigating mental health, social, and community services.
- Advocate alongside (not on behalf of) consumers to promote self-determination.
- Promote informed choice, dignity of risk, and autonomy.
- Proactively identify and address systemic barriers impacting access and inclusion.

Recovery-Oriented Practice

- Apply recovery principles including hope, strengths-based approaches, and person-led planning.

- Encourage self-advocacy and development of life skills.
- Support consumers to reconnect with community, education, and employment opportunities.
- Support consumers to identify meaningful goals and track progress.
- Maintain a trauma-informed and culturally safe approach.
- Recognise the impact of lived experience and support consumer voice in planning.

Collaboration & Teamwork

- Mentor less experienced employees (including other support workers and trainees) and assist with inducting new employees.
- Work collaboratively within a multidisciplinary team.
- Actively contribute to service planning and delivery.
- Participate in team meetings, supervision, and reflective practice.
- Contribute to a positive, inclusive team culture.
- Escalate risks, concerns, and more complex matters appropriately.

Group Facilitation

- Facilitate or co-facilitate peer-led groups and activities.
- Create safe, inclusive, and engaging group environments that encourage participation.
- Ensure facilitation style meets the diverse needs, abilities, and cultural backgrounds of target audience.

Documentation & Administration

- Develop and maintain accurate and timely records in line with organisational policies and procedures.

Professional Practice

- Maintain appropriate professional boundaries.
- Establish and maintain work objectives and outcomes in conjunction with people leader.
- Engage in ongoing professional development and training.
- Actively participate in Continuous Conversations and Operational Supervision.
- Apply complex problem-solving ability to achieve better and consistent consumer outcomes.
- Apply sound theoretical knowledge in practice that enables independent thinking and as required, the ability to work autonomously.

Your key capabilities

Individual leadership

- Improving performance - Works with others and offers suggestions to find ways of doing the job more effectively.
- Owning the job - Takes ownership for all responsibilities and honours commitments within the role and strives to achieve goals with a "can-do" attitude to levels of excellence.
- Perseverance - Remains committed to completing the job in the face of obstacles and barriers.

- Timeliness of work - Sets achievable time frames and works to complete duties on time.

Organisational Acumen

- Organisational Operation - Displays awareness of Uniting's business objectives and understands how personal objectives relate to those objectives.
- Organisational Objectives - Has broad awareness of Uniting's vision and values and how they apply to issues in the team.
- Attainment of goals - Understands team and organisational goals and works collaboratively with team members to achieve organisational goals.
- Makes Sound Decisions – Analyses problems, seeks input from relevant people and then takes appropriate action to implement the most effective solution in a timely manner.

Your qualifications, experience & skills

Qualifications required of you are:

- Certificate IV in Mental Health or similar qualification.

It is essential your experience & skills will cover the following:

- Sound demonstrated experience of mental health challenges and personal recovery.
- Ability to safely and purposefully use experience to support others.
- Understanding of recovery-oriented and trauma-informed practice.
- Strong interpersonal and communication skills.
- Ability to build rapport and maintain professional boundaries.
- Ability to work collaboratively in a team environment, and work autonomously as required.
- Confident in giving and receiving feedback.
- Basic computer and administrative skills- Outlook, Teams, Excel.

You will have excellent written and verbal communication skills, be organised, systematic, thorough, accurate and disciplined. You will continue to develop in your area of expertise and be expected to provide innovative ideas to solve problems in your discipline. It is expected that you will develop good skills at navigating a complex organisation.

Even better:

- Degree qualification in a relevant field.
- Previous experience in a mental health role.
- Knowledge of local mental health services and supports.

Employee Name:		Managers Name:	
Date:		Date:	
Signature:		Signature:	