Position Description

Position Title	Mental Health & Wellbeing Worker
Reporting To	Service Manager
Employment Status	Part Time, Permanent
Classification	SCHADS Level 3
Team/Service	Albany Step up Step Down
Direct Reports	Not Applicable
Date	October 2026

PROGRAM OVERVIEW

The Albany Mental Health Step up Step Down (AMHSS) is a 6 bed, maximum 28 day stay facility, that provides a Step Up/Step Down option for people who are becoming unwell or are still recovering from an acute mental health challenge and need a short period of additional support and consolidation to complement their treatment and support.

AMHSS is operated by Neami in partnership with WA Country Health Service (WACHS clinical nurses) AMHSS accepts referrals from the Great Southern Region. During their stay consumers are assisted to develop a wellness plan including relapse prevention. The team at AMHSS consist of a manager, two Team Leaders, Mental Health & Wellbeing Workers (MHWW), Peer Workers (PW) Family/Carer Peer Worker and an Operations Support Officer. The facility is staffed 24 hours per day, 7 days per week and operates on a rotating roster consisting of day, afternoon/evening and overnight shifts.

POSITION OVERVIEW

As a Mental Health & Wellbeing Worker, you will provide tailored support to vulnerable consumers living with multiple complex needs including, but not limited to mental health, complex trauma, dual diagnosis, dual disability, exploring gender identity and physical health and wellness. The role utilises a trauma informed framework to support consumers to meet their individual needs. Mental Health & Wellbeing Workers provide individualised support, alongside the facilitation of psychosocial and other supports.

Mental Health & Wellbeing Workers will work collaboratively with consumers to support their independence, autonomy and capacity in areas including but not limited to, employment, education,

healthy relationships, financial literacy, physical health, and wellness. You will work closely with clinical case managers and other community partner organisations to deliver the best possible comprehensive service to consumers.

THE POSITION

Key position Responsibilities, Duties and Accountabilities

Service Delivery

- Provide support to consumers and work in alignment to Neami's Collaborative Relational Practice (CRP) Framework and Safety and Opportunity Philosophy.
- Engage consumers, using a strengths-based approach to complete a psychosocial and needs assessment.
- Work collaboratively with consumers to identify their priorities and co-develop a plan that reflects the focus of care/support, regularly reviewing to ensure this remains responsive and relevant to their needs.
- Provide direct practical support to consumers so that they gain/maintain a sense of safety and wellbeing.
- Recognise the specific needs of consumers and the complexities in the context of their support, such as those impacted by challenges with their mental health and wellbeing, substance use, experiences of family and domestic violence, behaviours that impact safety and socio-economic vulnerability.
- Participate in care coordination including working with other community partner organisations to deliver best possible comprehensive service to consumers.
- In collaboration with managers, Support consumers to co-create safety plans and shared understandings of wellbeing, risk, and recovery goals, in alignment with Neami's Co-Creating Safety approach.
- Respond to safety concerns in collaboration with the consumer, colleagues and managers, including additional services/supports or emergency response where required (including crisis situations).
- Apply de-escalation and emotional regulation skills to support safety where required.
- Support exit planning, warm referrals and service navigation.
- Work within a person-centred and holistic approach which places the needs of the consumer at the centre of decisions about their care, and considers the needs and perspectives of their family, carers and chosen supporters.
- Connect consumers with relevant supports and services to assist with addressing unmet needs, and barriers to improving their health and wellbeing.
- Ensure all administrative requirements including case notes, assessments, collaborative care and safety plans, and incident reports are completed within the required timeframe.
- Provide culturally sound support to consumers of diverse backgrounds and utilise interpreters when applicable.
- Seek to learn about the consumers interests, their connections with family and friends and work together with the consumer to build their confidence and capacity to be part of their community.
- Ensure all incident reporting occurs in accordance with guidelines.

- Support and contribute to content of group programs that support wellbeing and/or connection to other consumer programs
- Assist consumers to participate in recreation activities and the cultural life of the community by supporting them to develop interpersonal skills.
- Provide appropriate outreach support to consumers.
- Evaluate risk to the consumer and workers present including contacting appropriate crisis response service where applicable.
- Provide support to consumers to assist in the development of their independent living skills. This includes assistance by sharing skills in cooking, nutrition, budgeting, self-care, shopping, maintaining the home and utilising public transport.
- Provide support that addresses and promotes a holistic approach to wellbeing including social and emotional wellbeing.
- Ensure appropriate information handover to staff at shift conclusion.
- Undertake intake, eligibility and/or program suitability assessment for consumers when required.
- Support consumers in attaining appropriate government or other benefits and supports.

Participate Fully as a Team Member

- Collaborate closely with team members to ensure continuity of care and a quality, comprehensive service for consumers and carers.
- Complete documentation in a timely manner.
- Contribute and participate with management and colleagues in the development, implementation, monitoring and evaluation of the program.
- Actively participate in reflective practice through team meetings, decision-making processes, service planning sessions, supervision and staff development activities.
- Engage with your supervisor in completion of a probation assessment, an annual performance review, regular supervision and a corresponding training and development plan.

Records Management

- Ensure records management obligations are met, in accordance with Neami National policies and procedures. This includes the retention of hardcopy and/or electronic records and ensuring files are accurate and kept up to date.
- Commitment to understand service consumer data requirements and to collaborate with consumers to gather relevant data.
- Consideration of individual and aggregated consumer data to inform practice and continuous service improvement.

ORGANISATIONAL ACCOUNTABILITIES

- Act at all times in accordance with the Neami National Code of Ethics.
- Work in accordance with Neami National policies and procedures, including adhering to policies on Privacy and Confidentiality and Records Management.
- Follow safe work practices for self and others and comply with Neami National Occupational Health and Safety management processes.
- Ensure risks are identified, reported, documented and appropriately managed in accordance with Neami Group policies to ensure safe and effective services.
- Proactively work towards achieving individual and team goals, whilst demonstrating Neami National core competencies and values.
- Actively engage in Professional Development opportunities and embrace learning opportunities.
- Take an active role in promoting and generating quality improvements processes within your area of responsibility and more generally across the organisation.
- Have a commitment to promoting a diverse and inclusive environment for all staff, consumers and carers.
- Have a commitment to the safety and wellbeing of children and young people.
- Work in line with Neami Credentialling and Scopes of Practice Policy and related procedures, including working within your individual scope of practice.
- In addition to the position description accountabilities, all staff are expected to undertake any reasonable tasks as directed.

THE PERSON

Experience, Knowledge, Qualifications, Skills and Attributes (locked)

Essential

- Minimum Cert IV in a related field and/or equivalent experience working in a relevant setting.
- Demonstrates an interest and understanding of others and relates well to people at all levels including the impact of trauma, mental distress and social determinates on health and wellbeing.
- Ability to establish respectful professional relationships that have clear boundaries with consumers, staff and partner organisations.
- Proven ability to work autonomously with minimal supervision and to prioritise multiple tasks to meet conflicting deadlines.
- Strong emotional resilience including the ability to sit with discomfort, distress and people in crisis.
- Proven ability to maintain confidentiality and build trust to deal with sensitive and difficult situations.
- Ability to adapt communication style to meet the needs of a diverse range of people and identifies changing needs within a group.
- Relevant transferrable skills and experience
- Knowledge of trauma informed care.
- Strong computer literacy and written communication skills.
- A valid Working with Children Check
- A Valid Australian Driver's License

ACKNOWLEDGEMENT OF POSITION DESCRIPTION

This position description is current at date of approval. It may change from time to time to reflect operational needs and changes to organisational reporting relationships.

By signing your employment agreement, you acknowledge that you have read, understood and accept the responsibilities and accountabilities as outlined above in this position description.