



Position Description

Position:	Mental Health Support Worker
Service:	National Psychosocial Support Measure (NPS) – Mental Health Service Hub
Status:	Full Time, 3 yrs Fixed Term until 30.06.2022
Hours:	38 hrs per week,
Responsible to:	Team Leader – Mental Health Service Hub
Classification:	Social, Community, Home Care and Disability Services Award, CSW Level 3
Location:	The program will service Brisbane Inner North and Brisbane West.

ORGANISATIONAL PROFILE

Community Queensland is a multi-service organisation that provides a range of programs and activities for families and individuals in the community to enhance their quality of life. Our primary concern is the welfare and wellbeing of socially, physically, intellectually and emotionally disadvantaged and vulnerable people in our community. We currently provide Aged Care Services, Day Respite, Childcare, Community Development, Community Education, Emergency Relief, Family and Individual Support, Home Assist Secure, Homelessness Intervention, Mental Health Services, Disability Services, Primary Health Network Services, Neighbourhood Centres, Partners in Recovery, Personal Helpers and Mentors, Social & Multicultural Support and Community Spaces. Community Queensland is also a registered provider of National Disability Insurance Scheme [NDIS] Supports.

SERVICE PROFILE

The National Psychosocial Support Measure (NPS) is designed to provide non-clinical, individual or group support services to people with a severe mental illness and associated psychosocial functional impairment who are not more appropriately supported through the NDIS. These supports are focused around capacity building and connectedness. Activities could include building social skills and friendships, managing daily living needs, financial management and developing vocational goals around work or volunteering. NPS supports are ideally to be embedded within an integrated team approach which will involve establishing referral pathways to ensure participants can access appropriate supports.

Funding for NPS is received from Brisbane North Primary Health Network.



Position Objective

The role of the Mental Health Support worker is to be responsible for ensuring the provision of quality, flexible, individualised, participant directed psychosocial support services for people living with severe mental illness and who are not receiving services through the NDIS.

Role Specific Tasks

SUPPORT

The Support Worker will be required to:

- Provide outreach support alongside participants with complex needs in their own homes and in the community
- Provide psychosocial supports which assist participants with their individual recovery and building independence, this may include individual or group work
- Facilitate access to a range of community resources e.g. educational, vocational, and recreational
- Provide information and support regarding other relevant support services
- Support participants to build capacity to achieve their goals
- Work collaboratively with other agencies to ensure appropriate service needs are being met.

ADMINISTRATIVE

The Support worker will be required to

- Ensure documentation is completed accurately and in a timely manner
- Ensure services are delivered as per allocated roster
- The worker will be required to provide appropriate administrative support to ensure the efficiency and effectiveness of the organisation

COMMUNICATION

The Support worker will be required to

- Develop and maintain rapport with participants, their family and friends
- Communicate using recovery based and respectful language that values a person's efforts and skills
- Communicate with participants without judgement, bias or expressing their personal opinions regarding their lifestyle or choices
- Utilise effective listening skills
- The Support worker will regularly report to the Manager about the ongoing progress of each participant



RELATIONSHIPS

Internal

This position works closely and collaboratively with various other services at Community. The role includes-

- Team responsibilities- be actively involved with relevant meetings, reviews, supervision and other program activities
- Organisational responsibilities- contribute to the decision making process regarding the organisation and program/service to ensure the positive development and promotion of the organisation
- Individual responsibilities- identify and participate in training and development opportunities to ensure your personal and professional development

External

This role requires the worker to develop and maintain positive relationships with a range of external stakeholders including participants, community members, family, friends, advocates and other service providers and professionals. The worker will be required to promote Community Services amongst participants, carers and families, service providers and the wider community.

Workplace Health & Safety

- Responsibility for monitoring and improving the safety of the work area by identifying hazards, making recommendations and participating in the resolution of safety issues.
- Contribute to the achievement of a safe and healthy environment by carrying out the responsibilities outlined in the Community Qld Health & Safety policies manual

KEY SELECTION CRITERIA

Qualifications and Experience-

Required

- Minimum Cert 4 Mental Health / Peer Work in Mental Health
- Applicants with a lived experience of mental illness are encouraged to apply
- Previous experience working with people with mental illness

Desirable

- Experience and knowledge around strength based, recovery oriented support
- Experience of goal setting and capacity building with participants

Other

- A current Open QLD driver's license and a road worthy vehicle insured to a minimum level covering third party property damage (comprehensive cover is recommended)
- Blue Card, Yellow Card (or ability to obtain one) is mandatory
- Appointment is contingent on a satisfactory National Police Record Check