

Mental Health Support Worker



The purpose of this position

The **purpose** of this position is to use strength based frameworks to support people who are experiencing severe mental illness to make recovery plans using a strengths based, non judgemental approach to support them on the recovery journey.

About the position

- This position is within Child, Youth & Families directorate.
- This position **reports to** the Team Leader.
- ☐ The position leads a team.
- The position is designated Band 7 under the ***Schedule of Authorities and Delegations***.
- The position is a: ☐ Budget holder ☒ Has designated revenue or billing targets.
- The position is a Individual Contributor level of the Capability Framework.

Key areas of responsibility

- Work with a range of designated clients. The number of clients will depend on complexity and nature of service.
- Engage clients using appropriate assessment and risk minimisation processes.
- Work with clients to research, create, monitor and evaluate their recovery plan and outcomes, that identify strengths as well as areas of risk, ensuring the client is actively engaged in the process.
- Ensure recovery plans are shared openly with the client, and where applicable, other agencies.
- Develop contact schedules and conduct regular contact visits as the 'key worker' for the client.
- Coordinate with other service providers including government departments and agencies, schools, health services, GP's and allied health providers to ensure services are delivered.
- Assist clients to engage with wrap around services directly, as appropriate.
- Attend review meetings, case conferences, worker meetings and consultation meetings and ensure appropriate documentation is kept.
- Make appointments and provide transport for clients when required.
- Coach, advise and provide on the job support to Child & Family Practitioners and Support Workers to better understand and apply strengths based frameworks as related to mental health.
- Depending on the requirements of the service, may be required to plan, develop and facilitate or co-facilitate groups and workshops relating to the service.
- Document and create reports on client services and client changes using technology and paper based systems in a clear, logical, understandable and timely way.
- Advise the Team Leader of any significant changes or concerns regarding the client, their home environment, wellbeing, their services, or other risks, as soon as possible.
- Make mandatory reports to the community services helpline when assessed as necessary, in consultation with the Team Leader or Manager.

The Benevolent Society

Mental Health Support Worker



- Advise the Team Leader of any performance concerns regarding Support Workers for assistance in resolving. Formal performance processes will be managed by the Team Leader.
- Document work hours, kilometres travelled, reimbursements and other employee records in the timeframes required.
- Work in accordance with the Professional Governance Framework to ensure the services and support we provide to our clients and each other are person centred, connected, effective, and safe.

Capability Framework

The Capability Framework defines the essential knowledge, skills, behaviours and attributes individuals need to succeed in their roles. It provides the organisation with a shared language and clear expectations across all levels of the organisation. The Capability Framework can be accessed [here](#) (internal document only).

Key outcomes

When things are going well, we would expect to see these outcomes:

- The way we work with clients is effective and appropriate interventions aligned to a strengths based framework are utilised.
- The way we work with clients is planned, coordinated, and well documented.
- The most effective outcome for the client is identified.
- Clients indicate they are satisfied with their service.
- Improved outcomes for clients are identified as an outcome of service delivery.

Key Capabilities

- Degree qualified in social work, early childhood, psychology or similar.
- At least 12 months experience working with clients with severe mental health concerns, including experience undertaking comprehensive assessments and developing recovery plans.
- Excellent understanding of factors that may sit alongside mental health issues such as drug and alcohol use, domestic violence, homelessness, and isolation Ability to adopt a recovery-focused approach with clients with severe and persistent mental illness to identify and understand their needs and to develop an Action Plan to achieve better client outcomes.
- Understanding of the needs of diverse communities such as Aboriginal and Torres Strait Islander, culturally and linguistically diverse (CALD), and gay, lesbian, bisexual, transgender and intersex (LGBTI) communities.
- Good written and verbal communication skills.
- Good relationship building skills with the ability to create strong working relationships with different stakeholders.
- Ability to engage with clients while establishing and negotiating clear professional boundaries.
- Good knowledge of services available in the community and the ability to connect clients to the services they need.
- Ability to work flexible hours as evening and weekend work will be required.

The Benevolent Society

Mental Health Support Worker



People who know this position say that

People who know this position say the things that might make your day are:

- Seeing a client feel safe and open up.
- Clients finding solutions, achieving goals, and exiting the program with their goals met.

People who know this position say some key challenges you might experience are:

- Meeting clients where they feel safe – parks, their home, coffee shops – may carry risks.
- Trying to coordinate visits to maintain emotional wellbeing.
- The service isn't a crisis service, but sometimes mini wrap around support is needed.
- Dealing with client self-harm.
- Maintaining an understanding that the worker is not a friend.

Work and flexibility

While The Benevolent Society has great tools to connect us remotely, sometimes we will need to connect in person. This means we need to travel on occasion.

This position may require:

- | | |
|---|---|
| ☒ Overnight travel/stays. | ☐ Weekend work. |
| ☒ Travel between office locations/regions. | ☒ Evening work. |
| ☒ Travel to clients (varied locations). | ☐ Special event support. |
| ☒ Use of own registered, insured (comprehensive) motor vehicle. | |
| ☒ Use of TBS pool cars. | |

Key relationships

We work collaboratively with others. This position works closely with:

Within The Benevolent Society:

- Other Mental Health Support Workers
- Child & Family Practitioners
- Manager, Practice Support
- Managers

Outside The Benevolent Society:

- Clients and the community
- Other service providers and agencies
- Wrap around services such as allied health