

Branch	Mental Health and Wellbeing
Award	Social, Community, Home Care and Disability Services Award (SCHCADS) Level 4
Reports to	Program Manager
Supervisory responsibilities	Nil
Budget Management	Nil
Probationary period	6 months from date of appointment
Position description created	Sep 2022
Approved by	Senior Manager People and Culture
Review date	Sep 2023

## Our Values

**Integrity**     **Do what is right:** acting fairly, honestly, openly and consistently.

**Learning**     **Get better at what we do:** improving our knowledge and understanding.

**Inclusion**     **Everyone matters:** valuing diversity, connection, belonging and social justice for all.

In all our connections with staff, stakeholders and participants we acknowledge and recognise resilience, and we focus on potential and capacities, not on limitations or shortcomings.

## Our Behaviours

**We** problem-solve with our customers

**We** celebrate success

**We** treat everyone with dignity

**We** own our actions

**We** turn challenges into opportunities

## Position Purpose

The Service Delivery branch delivers high-quality person-centered services across the continuum of support in the focus areas of NDIS Local Area Coordination, Mental Health and Wellbeing, Housing and Homelessness and Children, Youth and Families.

The Mental Health and Wellbeing stream provides specialist support services to children, young people and adults in areas such as mental resilience, suicide prevention, postvention and suicide aftercare as well as counselling, sexual and reproductive health and aged care assessments.

The Program Worker, Mental Health and Wellbeing Intake ensures the provision of high quality services to achieve optimum levels of service delivery and client outcomes in line with the Social Futures Practice Framework requirements while ensuring business performance outcomes, standards and compliance requirements are met

# Key Accountabilities

*A high-level description of the most critical and important aspects of the position*

- Support customers through intake service to access services in a timely and appropriate manner, including provision of relevant information about services to customers, their families, carers and community partners
- Provide high quality customer-centred intake, assessment and case management
- Provide practice that is strengths based, person-centred, solutions-focused and culturally responsive and safe in line with Social Futures Practice Framework requirements
- Collect, and ensure integrity of, data using relevant information systems to meet commissioning and outcome-based reporting requirements
- Recommend expenditure for customers in line with brokerage guidelines
- Ensure all customer work requirements are completed in accordance with the relevant policies and procedures, including Quality Improvement requirements
- Comply with procedures to ensure the effective reporting of quality, safety, and risk issues and provide regular reports to ensure reporting requirements are met
- Participate in supervision activities including case reviews and case audits
- Ensure relevant mandatory reporting requirements are met in line with legislative and policy requirements
- Participate in business planning processes within the Team / Branch
- Provide feedback on enhancement to program services and delivery / identify opportunities for improvement

# Key challenges

*Challenges regularly encountered in the position which describe the complexities the position is expected to manage*

- Implementation of services while managing competing priorities that supports the Team / Branch's goals and objectives, within a demanding and complex service delivery environment
- Building the capacity of customers, their families, carers and broader circles of support to generate options and implement solutions, and to access other services and supports within the broader service system and community
- Responding effectively to customers who may present with varying levels of distress and managing own well-being

## Key relationships

*The key stakeholders and customers the position is expected to interact with routinely*

Who	Why
<b>Internal</b>	
Manager	<ul style="list-style-type: none"> <li>• Provide regular updates on key priorities and projects and receive guidance and direction</li> <li>• Identify emerging issues and risks</li> <li>• Report on performance against agreed measures</li> </ul>
Team	<ul style="list-style-type: none"> <li>• Contribute to the team's achievement of its key performance indicators</li> </ul>
<b>External</b>	
External customers and participants	<ul style="list-style-type: none"> <li>• Facilitate relationships to ensure services meet expected service delivery standards</li> </ul>

## Capabilities

*Capabilities are the knowledge, skills and abilities required by Social Futures employees to perform their roles efficiently and effectively*

Below is the full list of capabilities, and the level required, from the Social Futures Capability Framework. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities.

Capability Group	Capability Name	Level
<b>Personal Attributes</b>	Display Resilience and Courage	Intermediate
	Act with Integrity	Foundational
	Manage Self	Intermediate
	Value Diversity	Intermediate
<b>Relationships</b>	Communicate Effectively	Intermediate
	Commit to Customer Service	Intermediate
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
<b>Results</b>	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Intermediate
<b>Business Enablers</b>	Finance	Foundational
	Technology	Foundational
	Procurement and Contract Management	Foundational
	Project Management	Foundational

# Focus capabilities

Capabilities which position incumbents must demonstrate immediate competence. Behavioural indicators should be reviewed in conjunction with the position's key accountabilities.

Group	Level	Behavioural Indicator
<b>Personal Attributes</b>  Display Courage and Resilience	Intermediate	<ul style="list-style-type: none"> <li>• Be flexible and adaptable and respond quickly when situations change</li> <li>• Offer own opinion and raise challenging issues</li> <li>• Listen when ideas are challenged and respond in a reasonable way</li> <li>• Work through challenges</li> <li>• <b>Stay calm and focused in the face of challenging situations</b></li> </ul>
<b>Relationships</b>  Communicate Effectively	Intermediate	<ul style="list-style-type: none"> <li>• Focus on key points and speak in 'Plain English'</li> <li>• Clearly explain and present ideas and arguments</li> <li>• Listen to others when they are speaking and ask appropriate, respectful questions</li> <li>• Monitor own and others' non-verbal cues and adapt where necessary</li> <li>• Prepare written material that is well structured and easy to follow by the intended audience</li> <li>• Communicate routine technical information clearly</li> </ul>
<b>Results</b>  Deliver Results	Intermediate	<ul style="list-style-type: none"> <li>• Complete work tasks to agreed budgets, timeframes and standards</li> <li>• Take the initiative to progress and deliver own and team/unit work</li> <li>• Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals</li> <li>• Seek and apply specialist advice when required</li> </ul>
<b>Results</b>  Plan and prioritise	Intermediate	<ul style="list-style-type: none"> <li>• Understand the team/unit objectives and align operational activities accordingly</li> <li>• Initiate, and develop team goals and plans and use feedback to inform future planning</li> <li>• Respond proactively to changing circumstances and adjust plans and schedules when necessary</li> <li>• Consider the implications of immediate and longer-term organisational issues and how these might impact on the achievement of team/unit goals</li> <li>• Accommodate and respond with initiative to changing priorities and operating environments</li> </ul>
<b>Business Enablers</b>  Project Management	Foundational	<ul style="list-style-type: none"> <li>• Plan and deliver tasks in line with agreed schedules</li> <li>• Check progress against schedules, and seek help to overcome barriers</li> <li>• Participate in planning and provide feedback about improvements to schedules</li> </ul>

# Selection Criteria

*Comprises Essential Requirements and Knowledge, Skills and Abilities derived from the focus capabilities*

- Tertiary qualifications or equivalent experience in health, psychology, social work, social science or social welfare, health promotion or similar
- Experience providing high quality customer-centred individual and/or case management
- Excellent written and oral communication, interpersonal and negotiation skills, with the ability to communicate sensitively and effectively with all people to ensure effective relationships
- Demonstrated well-developed organisational, time management and administrative skills with the ability to plan, prioritise and meet deadlines
- Demonstrated experience in maintaining professional boundaries while engaging in person-centred work

*All positions will require current National Police, Working with Children Checks and COVID19 Vaccination as a condition of employment.*

*Social Futures is proud to be a White Ribbon accredited workplace and is committed to ensuring we have a safe and respectful workplace for all. We acknowledge that all people can be victims of violence and that all violence is unacceptable.*



# Inherent Requirements

*Physical and psychological work environment characteristics that are inherent requirements of the position*

Element	Key Activity	Frequency
<b>Work Environment</b>	Manage demanding and changing workloads and competing priorities	Daily
	Work in a team environment	Daily
	Work in different geographic locations	Regular
	Be exposed to all outdoor weather conditions	Rare
	Work office hours with the possibility of extended hours	Regular
	Work in an open plan office	Frequently
	Work in buildings which may have multiple stories	Daily
	Reasonably high levels of mobile phone use	Daily
<b>People Contact</b>	Sit at a computer or in meetings for extended periods	Daily
	Liaise with our team members'	Daily
	Liaise with government, non-government, businesses, and other community organisations	Frequently
<b>Administrative Tasks</b>	Liaise with clients/customers	Daily
	Undertake intensive administrative tasks, which include computer work, report writing, participating in meetings and concentrating for long periods of time	Daily
<b>Transport</b>	Use technology including photocopier, telephones, mobiles, televisions, electronic whiteboards	Daily
	Drive vehicles possibly over long distances and in all traffic and weather conditions	Regular
	Use public transport including trains, buses, air travel and taxis	Rare

Where possible Social Futures will make reasonable adjustments to enable individuals with disabilities to perform the inherent requirements of their position.

# Position Evaluation

*For People and Culture Team Use Only. All Social Futures positions are evaluated using a Position Evaluation System to determine position classification and salary.*

Element		
1	Planning of operations, projects, services or activities typically required of the position	Level D - Planning is necessary to coordinate activities and resources affecting the work area or other positions over the next month
2	Freedom of the position to act (autonomy)	Level C– Decisions will either be guided by practices, procedures and precedent or will be made in consultation with the supervisor/overseer/team leader
3	Methods of analysis commonly used to solve problems and the level of innovation and creative thinking in the job	Level C – Problems are solved by reviewing a range of options and recommending the best alternative to the team leader/supervisor
4	The level of verbal communication skills required of the position	Level C - Respond to complex enquiries that require detailed and careful explanation
5	The level of written communication skills required of the position	Level C – Write standard correspondence, reports and submissions following prescribed formats
6	Risk Consequence	Level C – Moderate
7	Minimum level of practical experience required of the position in addition to required qualifications	Level C – 2 years up to 3 years
8	Leadership and work coordination skills required of the position	Level B – Coordination of elements of work with other positions is required
9	Number of employees for whom the position is accountable	Level A – The position is not accountable for employees
10	Annual value and complexity of expenditure and accountability for budget implications required of the position	Level A1