Position Details

Position Title	Mental Health Support Worker	
Mode of Employment	Part-time permanent	If part time, hours per week: 22.8 hours
Award/EBA	Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement (2017)	
Classification	Social and Community Services Employee Level 4 Pay Point 5 (Welfare Worker Class III Year 5)	
Hourly rate	$36.17 per hour plus superannuation	
Salary Packaging	Up to $15,900 per annum is available. Other eligible packaging items may apply.	
Department/Team	Mental Health	
Location	Doncaster East with travel across the City of Whitehorse and City of Manningham, and to other AccessHC sites	
Reports to	Manager of Mental Health	
Direct Reports	Nil	
Probationary Period	A three month probationary period will apply	
Working with Children Check required	Yes, a requirement for this position	
Medicare Registration Provider number required	Not a requirement for this position	
Professional Registration required	Not a requirement for this position	
Police Check required	Yes, a requirement for this position	
Disability Worker Exclusion Checklist required	Yes, a requirement for this position	
Driver's Licence required	Yes, a requirement for this position	

Position Summary

Organisation Background	Access Health and Community (AccessHC) is the new name for Inner East Community Health Service (iehealth) and Manningham Community Health Services. AccessHC is a community health service operating across 12 sites in the Cities of Boroondara, Manningham and Yarra offering a range of medical, health and community services.

	AccessHC is a not for profit organisation with caring at its centre. Employing over 250 staff, our Mission is to build healthier lives together with our communities and deliver excellent health services for all. A high priority is placed on improving the quality of our client's lives through health education and health promotion and the delivery of integrated services. Whilst the majority of services are provided through funding from Federal and State Government programs, private practitioners also operate at the clinical sites. AccessHC maintains the following Values: • **Equity** - *We believe everyone is entitled to good health* • **Collaboration** - *We work together to achieve our goals* • **Integrity** - *We act honestly and ethically at all times* • **Accountability** - *We take ownership of our actions and behaviours to ensure we achieve our goals* • **Innovation** - *We drive innovation for better care* • **Excellence** - *We strive to be the best at what we do.* **AccessHC: Mental Health Services** AccessHC has a diverse and growing mental health service, which includes the Stepped Care Mental Health program, mental health services for adults, youth mental health services (headspace Hawthorn) and alcohol and other drug (AOD) services. This position is based within our Mental Health Team, who primarily support adults with mild to moderate mental health concerns. The Mental Health team at AccessHC provides a range of community-based mental health services including intake and brief intervention, counselling, care coordination, peer support, mental health nursing and group programs. Funding includes community health counselling, fee-for-service, NDIS and Stepped Care funding streams.
Stepped Care Mental Health Services	Access Health and Community, in partnership with Carrington Health and Link Health and Community, were successful in tendering for funding from the Eastern Melbourne Primary Health Network (EMPHN) to deliver the Stepped Care Mental Health services in the Inner East. The Stepped Care Model is an evidence-based, staged system of care, comprising a range of help and support options of varying intensity to match the level of need and complexity of the conditions being experienced by any given consumer. The level of care is continually re-assessed during treatment and the consumer can 'step up' and 'step down' their level of support as required. The Stepped Care program will include a multidisciplinary team comprising intake and brief intervention clinicians, peer support workers, Mental Health Support Worker, mental health social workers, psychologists, dual diagnosis clinicians and mental health nurses. The program is also supported by a Project Manager and

	Project Officer who assist with capacity building and implementation of the new service. In the stepped care model, consumers are provided with a range of multi-disciplinary services which vary in their intensity and focus. Consumers can 'step up' and 'step down' according to their need and complexity.
Position Purpose	The Mental Health Support Worker will provide focussed, integrated, care coordination and case management for clients with mental illness and complex care needs. The Mental Health Support Worker will work closely with other mental health clinicians in the stepped care program (mental health nurses, peer support workers, social workers, psychologists and intake clinicians), as well as other internal and external services. The role will deal with a diverse range of clients to provide support, referral, care coordination and case management to meet the consumer's recovery-oriented goals. The aim of the role is to support clients to remain living in the community and assist them to navigate and connect with mental health, social and community services. Services may be delivered at community health service locations, the client's home or in other community settings. Mental Health Support Worker will engage with clients through a combination of phone, telehealth and face-to-face contacts, including outreach and indirect supports. Conducting clinical risk assessment and management plans is a central component to the role. The position is part of the AccessHC Mental Health team and is supported by the Mental Health Senior Clinician, reporting to the Mental Health Manager. The Mental Health Support Worker is expected to liaise with internal and external referrers and other clinicians across the Connec4Health partner agencies to ensure a client-centred, integrated and holistic service is delivered.

Position Functions

Key areas of accountability	**Service Delivery** • Establish an empathic and respectful working relationship with clients in keeping with the principles of recovery • Identify the clients' needs and goals in collaboration with the client, other service providers, and their family/carers (where appropriate) • Develop and implement a care plan with clients that takes account of short-term and long-term goals and identifies how the Mental Health Support Worker will support those goals • Work collaboratively with the client, significant others, members of the care team (including the GP) and other service providers to support a holistic, integrated and client-centred care plan

	• Advocate with and for clients to help them to navigate the service system and achieve recovery-oriented goals • Conduct regular clinical reviews with the client and their care team to re-assess their clinical staging and review the care plan • Practice shared care principles, including use of collaborative care plans, clinical review and discharge summaries • Conduct clinical risk assessments and implement risk management plans as appropriate • Assist clients to navigate service systems using step up/step down approaches and service coordination, and make referrals internally and externally as required **Partnerships and Networking** • Support the establishment of referral pathways and connections with key stakeholders, including GPs, pharmacists, hospitals, AOD and mental health services • Promote the Stepped Care Model and other programs to the community, consumers and key stakeholders across the region • Where required, support the Project Manager to deliver community engagement and capacity building activities with local stakeholders • Help to build relationships with referrers and agencies and with other internal teams, including the Intake and Access, Medical, Allied Health, AOD and headspace teams, and the Connect4Health stepped care partners (Access Health and Community, Carrington Health, Link Health and Community) • Work as an effective and collaborative member of the Mental Health team to ensure a client-centred and holistic response is provided **Quality and Governance** • Complete accurate clinical notes for all clients and ensure up-to-date and comprehensive clinical records are maintained • Ensure all legislative requirements (including those relating to mandatory reporting) are followed, and all clinical and OH&S incidents are accurately reported in the VHIMS Central database • Maintain high quality data recording as per program requirements (including completion of the National Minimum Dataset) • Ensure clinical outcome measures are completed with all consumers as required • Contribute to the continuous quality improvement and accreditation of the Mental Health programs as directed by the Senior Manager of Mental Health and AOD Services • Identify and pursue learning and development opportunities and participate in clinical and operational (line management) supervision **Integration with Community Health Services** • Actively participate and contribute to service integration between the Connect4Health partners (AccesHC, Carrington Health and LinkHC)

	• Represent the services as required in a professional, courteous and empathic manner
Other responsibility areas (all staff)	**Quality and Risk Management** • Develop and maintain a sound knowledge of, and commitment to, AccessHC policies and procedures
	Occupational Health and Safety • Ensure that work and services are provided in a safe manner at all times by regularly reviewing practices and environment and by participating in Health and Safety training as required
	Professional Development • Actively participate in relevant continuing professional development as required
	Standard of Conduct • To abide by the policies and procedures of AccessHC applicable to the maintenance of good order and conduct, including the Child Safe Code of Conduct • To maintain a harmonious and courteous attitude towards clients, the public and other staff

Position Requirements

Applicants are required to provide a written statement addressing the Key Selection Criteria (KSC) with the Cover Letter.

Key Selection Criteria	*M = Mandatory* *D = Desirable*
Relevant mental health qualifications (such as social work, counselling, alcohol and other drugs, nursing or similar field) and equivalent work experience with a minimum 2 years' experience working with clients in mental health, AOD or related fields	**Mandatory**
Excellent understanding of mental health and alcohol and other drug (AOD) treatment services and referral pathways, with particular focus on the Eastern Region	**Mandatory**
Demonstrated experience in working with complex clients to develop collaborative care plans and provide goal-directed care, case management and care coordination within a strengths based and recovery framework	**Mandatory**
Experience and training in conducting clinical risk assessments and implementing risk management plans with clients	**Mandatory**
The ability to produce and maintain high level clinical documents, reports and databases	**Mandatory**

Well-developed interpersonal and communication skills, including the ability to communicate effectively with consumers, families and health professionals and advocate for clients as appropriate	**Mandatory**
Demonstrated ability to function independently and as part of a multi-disciplinary team, including the ability to be self-motivated and able to take initiative	**Mandatory**
The ability to work respectfully and creatively with diverse populations, including Indigenous Australians, LGBTIQ and CALD communities	**Mandatory**
Experience using electronic health record databases such as TrakCare or FIXUS	**Desirable**
Experience or understanding of the clinical staging approach to client assessment and treatment	**Desirable**
Qualifications in alcohol and other drugs (AOD) or dual diagnosis, such as the AOD Core Competencies, Cert IV in AOD, Graduate Certificate in AOD or similar	**Desirable**

Application Details	**For further information contact:** Bree Tapper Manager, Mental Health Services Bree.tapper@accesshc.org.au **To apply, please submit your application to recruitment@accesshc.org.au by attaching two documents;** **(1) Cover letter including a statement addressing the above Key Selection Criteria** **(2) Resume.**

I have read and understand the above Position Description:

…… …… ……

Signed **Name** **Date**

Access Health and Community is a Child Safe Organisation

Access Health and Community actively encourages applications from Aboriginal peoples and people from a culturally and/or linguistically diverse background

Access Health and Community is a provider of disability services. Successful applicants will be required to undertake a Disability Worker Exclusion Scheme and if necessary, an International Police check prior to any appointment