

## Support Worker - Individualised Services

### HelpingMinds – The Organisation

Our Purpose is by providing hope we support our clients, carers and families to live their best lives possible.

Our Mission is to support family recovery and make a positive difference in the community and mental health sector through advocacy, education and the delivery of quality support services.

As a values led organisation all team members act in accordance with our values of Hope, Collaboration, Trust, Integrity and Respect.

Each team member undertakes their role utilising their unique skills and abilities to contribute to our purpose and mission.

### Role Snapshot



Guided by our HelpingMinds mission, purpose and values, the position will be providing support, engaging and developing rapport with participants who have a psychosocial disability. In addition, the position will work with participants to source various services as part of the NDIS. Building partnership and community development while promoting the HelpingMinds services within the community will also be a large part of the position's responsibilities.

This role may have duties under the purview of other management team members, however, will ultimately report to:

Head of Individualised Services



Support Worker



This position is:

Nil

Roles reporting to this position:

Award/Agreement: HelpingMinds Staff Agreement 2016		Classification: 2	
Date of Issue: November 2018	Authorised by: Deputy CEO	Version: 2	Review Due: November 2019

## KEY RESPONSIBILITIES

### 1. Client Support

- Engage and develop rapport with participants who have a psychosocial disability;
- Establish good working relationships with NDIS participants and work effectively with them to define and achieve the goals as identified in their NDIS Plan;
- Enhancing the client's capacity to manage their health, welfare and life needs;
- Engage and support family and/or carers in the recovery process, providing an information and referral service where appropriate;
- Advocate for clients as necessary;
- Establish, foster and maintain close working links with relevant mental health and NDIS service providers to support referral pathways and access to other services.

### 2. Competencies

- Effective listening skills and adaptable communication style;
- Demonstrated flexibility, patience, initiative and emotional resilience;
- Prior experience assisting or supporting people with mental disabilities, either in a work or personal context

### 3. Other

In addition to your role specific responsibilities, HelpingMinds expects Employee's will:

- Perform other duties as requested or required and which are within the scope of their role and the capabilities of the employee.
- Work and act within the legal and financial constraints and boundaries of your role including but not limited to:
  - The Mental Health Legislation and Carers Recognition Act
  - Commonwealth and State Funding Agreements
  - Industrial Laws and Occupational Health and Safety Legislation,
  - The 2016 HelpingMinds Staff Agreement as well as current organisational Policies and Procedures.
  - The National Standards for Disability Services;
  - The National Standards for Mental Health Services 2010;
  - The Australian Commission Safety and Quality Standards for Accreditation version 2;
- Work in accordance with your level 2 Employee Classification Definition according to the HelpingMinds 2016 Staff Agreement

## SELECTION CRITERIA

### Essential

#### **Qualifications, Licences etc.**

- Diploma/Certificate IV Community Services and / or Mental Health,
- Current Driver's License and reliable vehicle
- National Police Clearance (no older than 6 months)
- Working with Children Check

#### **Knowledge, Skills & Abilities:**

- Relevant experience working in mental health
- Demonstrated effective oral and written communications skills.
- Capacity to build rapport with clients is crucial.
- Demonstrated ability to communicate with a diverse range of people, including CALD, Indigenous and marginalised clients, adults and young people, family, carers, allied service providers and team members.
- Demonstrated ability to consult, liaise and maintain close working relationships with other service providers
- Demonstrated ability to be self-motivated and function autonomously while working effectively toward team goals
- Demonstrated capacity to engage with and empower people to achieve their identified goals within a structured individual recovery plan
- Ability to work collaboratively with a team, clients and other agencies
- Well-developed IT skills, with experience using Microsoft products and databases

### Desirable

- Relevant tertiary degree e.g. Social Work, Psychology, Counselling or Mental Health Nurse;
- Experience in a not-for-profit organisation
- Experience working with clients on an NDIS Plan