

Position Description



Title	Mental Health Recovery Worker
Business Unit	Wellbeing Services
Location	105 Dana Street, Ballarat
Employment type	Full Time, Maximum term, ending 30 June 2021
Reports to	Senior Manager Wellbeing Services, BBWM

1. About Uniting

Uniting works alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

Uniting is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We are 7000 skilled, passionate and creative people providing over 770 programs and services.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we celebrate our diversity and welcome all people regardless of ethnicity, faith, age, disability, culture, language, gender identity or sexual orientation. We acknowledge Aboriginal and Torres Strait Islanders as Australia's First Peoples and as the traditional owners and custodians of the land on which we work. We welcome lesbian, gay, trans, gender diverse and intersex (LGBTIQ) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

2. Position purpose

The aims of the Early Intervention Psychosocial Support Response (EIPSR) Program are to:

- Foster independent living and recovery for clients of the public clinical mental health service system who have a severe mental illness and associated psychiatric disability
- Reduce the likelihood that clients with a severe mental illness will develop lifelong disability due to their mental illness by intervening early, and
- Reduce avoidable need for more intensive acute mental health services by providing integrated treatment and psychosocial recovery care in the community

The role will support clients to return, or progress to, independent living by delivering psychosocial support to:

- Improve their capacity for self- management of their mental illness
- Develop the knowledge and confidence they need to make decisions and choices about their support needs
- Enhance adaptive coping skills and decrease self-harming behaviour
- Learn or relearn skills, and develop confidence, required for activities of daily living
- Improve their social and relationship skills and develop/strengthen family and social networks
- Develop and consolidate their links with educational, vocational training and employment opportunities
- Adopt a healthy lifestyle and minimise/reduce behaviours that are, or likely to be, harmful
- Access and engage with the range of supports they need, such as, natural supports, clinical treatment, physical healthcare and housing services, that can be sustained on discharge from the program
- If eligible, become an NDIS participant

3. Scope

Approved by: Senior Manager WS	Page 1 of 5	Division: Wellbeing Services
Date Approved: October 2019	Printed copies of this document are not controlled.	Next Review Date: October 2020

Position description

Mental Health Recovery Worker



Budget: Nil

People: Nil

4. Relationships

- Internal:**
 - Program staff
 - Other Uniting staff and volunteers
- External**
 - Area Mental Health Service Mental Health Team and other community services agencies
 - Collaborative partnerships with Ballarat Health Services
 - Clients – their family and other supports
 - Other key stakeholders

5. Key responsibility areas

- Service delivery**
 - Engage with clients to develop trusting and professional relationships that support clients to reach their recovery goals.
 - Utilising a Recovery framework, work collaboratively with clients, carers, family and other supports to identify their needs, set goals and develop a plan to meet those goals and regularly review progress towards their identified goals
 - Collaborate as a member of the Early Intervention Psychosocial Support Response (EIPSR) Team in the delivery of Psychosocial Community Supports. A variety of psychosocial supports are provided to clients and/or carers, individually and in groups, to achieve the goals of the clients and the program
 - Effectively manage a Caseload as required by demands of the program ensuring that clients and carers are provided with timely services in keeping with agreed assessments and Individual Recovery Plans, enabling step-up-or-step-down care appropriate to client needs
 - In consultation with the Team Leader, client, carers and family; assess, design and review the clients recovery plan.
 - Collaborate with other supports in the planning of comprehensive support, risk management, crisis management and exit plans with the clients individual Recovery Plan/Support Plan
 - Encourage and support clients to access and remain engaged with his/her clinical mental health, psychosocial rehabilitation, physical health care and social support services.
 - Provide direct practical support to clients to support development/maintenance of independent living skills
- Collaboration and partnerships. Participate in a multi-disciplinary team to develop high quality services**
 - Assist clients to resolve and/or reduce barriers to stable self-care with low intensity community supports or access higher intensity/duration supports to achieve therapeutic outcomes
 - Assist clients to participate in recreational activities and the cultural life of their community by supporting them to develop interpersonal skills
 - In consultation with the Team Leader and team members plan and implement structured groups and activities for self-development, which meet the objectives of the recovery framework.
 - Work closely with clients to support them with applications to the NDIS where a client could be eligible for NDIS funding.

Position description

Mental Health Recovery Worker



- Ensure that Exit Planning is discussed with clients at commencement of services to ensure clients are aware of program limitations and to ensure recovery practices are aligned with the parameters and timeframes of the program
- Ensure services are delivered in compliance with relevant accreditation, Program Guidelines, standards and policies, and that service targets are met.
- Work effectively and authentically as part of a team in assisting clients to engage with the practices associated with the Recovery Model.
- Develop and maintain effective relationships within the team and with external stakeholders to ensure clients receive the highest quality, coordinated service.
- Develop and maintain effective community partnerships (in consultation with program management and leadership) which contribute to group program planning and service delivery.
- Cooperate closely with team members in order to ensure continuity of care and provision of a comprehensive service to clients.
- Develop and maintain effective partnerships with key stakeholders of the program to support a co-designed model and recovery focussed service
- Work to support collaboration with clinical mental health services and other key stakeholders to achieve program outcomes
- Actively participate in team meetings, decision-making processes and service planning sessions, supervision and staff development activities. Contribute to the further development of best practice by informing policies and project submissions
- Ensure that strong networks are established, maintained and measured by stakeholder satisfaction and achievement of program targets.
- Collaboration with clinicians and EIPSR team members is genuine and effective.
- Sufficient metrics are captured and monitored in order to provide accurate and timely reports.

Administration and data reporting

- Collect, collate, and maintain client notes on Client Management System ensuring that all client notes are entered in a timely and accurate manner.
- All organisational accountability and reporting requirements are met in an accurate and timely manner. Complete regular reports as required.
- Complete all organisational accountability and reporting requirements in an accurate and timely manner.

Quality and risk

- Actively participate in regular supervision processes, staff meetings, program planning, professional development sessions and staff training as required. Participate in annual Individual Performance and Development Review.
- Contribute to an inclusive workplace environment and culture which supports diversity, develops teamwork and ensures the provision of quality services for clients. Participate in regularly evaluating the effectiveness of the service in consultation with clients.
- Contribute to Continuous Improvement activities, accreditation processes and quality improvement processes.

Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.

Approved by: Senior Manager Wellbeing Services	Page 3 of 5	Division: People and Culture
Date Approved: July 2019	Printed copies of this document are not controlled.	Next Review Date: July 2020

Position description

Mental Health Recovery Worker



- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health and safety) and mandatory training specific to position.

6. Performance Indicators

- Delivery of Psychosocial Supports- Collaborate as a member of the Early Intervention Psychosocial Support Response (EIPSR) Team in the delivery of Psychosocial Community Supports. A variety of psychosocial supports are provided to clients and/or carers, individually and in groups, to achieve the goals of the clients and the program.
- Services are delivered in compliance with relevant accreditation, Program Guidelines and Uniting standards and policies, and targets are met.
- Stakeholder Management -There is regular and effective communication with the Team Leader, mental health clinicians, peer workers and referral partners.
- Strong networks are established, maintained and measured by stakeholder satisfaction and achievement of program targets.
- Service Provision- A client caseload is managed effectively and clients and carers are provided with timely services in keeping with agreed assessments and Individual Recovery Plans, enabling step-up-or-down care appropriate to client needs.
- Collaboration with clinicians and peer workers is genuine and effective.
- Reporting - Sufficient metrics are captured and monitored in order to provide accurate and timely reports

7. Person specification

Qualifications

- Relevant degree in Social Work, OT, Nursing Psychology or equivalent qualifications

Experience

- Sound discipline knowledge, including the underlying principles of mental health recovery support, gained through experience, education and/or training.
- Minimum of 2 year post qualification in a community mental health program
- Knowledge of the statutory requirements related to community mental health support services.

Core selection criteria

- *Values alignment:* ability to demonstrate and authentically promote Uniting's values
- Strong skills and knowledge of Mental Health in the Psychosocial Model of Health
- Ability to collaborate effectively with clients, families, colleagues, stakeholders and other service providers
- Preferred experience in Mental Health and/or AOD sectors
- Ability to deliver community supports within a Transdisciplinary Mental Health framework
- Ability to work effectively within a team environment
- Ability to communicate effectively with other professionals, families and the community

Approved by: Senior Manager Wellbeing Services	Page 4 of 5	Division: People and Culture
Date Approved: July 2019	Printed copies of this document are not controlled.	Next Review Date: July 2020

Position description

Mental Health Recovery Worker



- Understanding and commitment to participation in clinical supervision
- Understanding of clinical adult (16-65) mental health assessments and plans
- Ability to adjust work practices according to clinical and performance feedback
- Strong consultative skills to make timely decisions
- Good computer and data skills
- Capacity to share information, participate in and contribute to team discussions
- Capacity to assist with the resolution of client and colleagues problems
- Capacity to build knowledge of client issues and requirements to improve practice

We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and Working With Children Check (in Victoria) and/or Working With Vulnerable People Check (in Tasmania) **prior** to commencement of any paid or unpaid work and/or participation in any service or undertaking.

This position description is subject to review and may change in accordance with Uniting’s operational, service and consumer requirements.

Employee

Manager

Name:

Signature:

Date: