

Position Description

Position	NDIS Core Support Worker
Salary	Social and Community Services Employee – Community Development Worker Level 2. Not For Profit Salary packaging up to \$15,900+ in tax free pay per FBT year to full time and part-time positions.
Reports to	Bass Coast/South Gippsland Team Leader
Supervises	N/A
Conditions of Employment	In accordance with the Social, Community, Home Care, Disability Services Award, 2010
Status	Casual
Location	Leongatha

Organisational Information

within Australia is committed to excellence, equity and quality in mental health. It achieves this by developing collaborations that generate hope, meaning, self-identity, and responsibility. Established in 1992, **within** is a leader in Psychosocial Rehabilitation Support and Recovery oriented services. We aim to have planned, systematic, evidence-based and best practice approaches to all that we do.

within Australia:

- assists people with mental health problems to manage their own illness experience and motivate them to set goals and lead satisfying and fulfilling lives.
- receives funding from the Victorian and Commonwealth Government to deliver Mental Health Community Support Services: Individualised Client Support Packages, Planned Carer Respite services, Partners in Recovery and the Low Intensity Mental Health Service, Quick Steps to Recovery.
- has 4 service outlets which are located in Bairnsdale, Sale, Leongatha and Orbost
- employs approximately 30 full and part-time staff
- is governed by a community based Board of Governance
- has a history of delivering programs that offer a point of difference.
- has adopted four research validated models of service as the agency's method of intervention. The *Collaborative Recovery Model* (CRM) and *Flourish* both have been developed by the University of Wollongong; the *Optimal Health Program* (OHP) has been developed by Healthmaps (formerly Frameworks for Health) and *Action over Inertia* developed by Terry Krupa and colleagues, Queens University, Ontario, Canada. **within** has research partnership agreements with Healthmaps and the University of Wollongong.
- actively participates in research
- has been awarded four Australian and New Zealand Mental Health Service Awards since 2007
- is an equal opportunity employer.

For further information see website www.withinaustralia.org.au



Our Key Values: Equity, Honesty, Respect, Integrity, Quality, Excellence , Transparency, Leadership, People – centred, Possitive anticipation, Success.

Expectations of All Staff:

1. Uphold **within's** Vision, Mission and Values and seek ways in which to add value to the organisation.
2. Operate within the formal delegations framework of the organisation and in accordance with organisational policies, procedures and guidelines
3. Ensure that the CEO is well informed about **within's** business
4. Maintain a high level of discretion and confidentiality
5. Develop and maintain effective and professional working relationships with stakeholders and colleagues.
6. Ensure the maintenance of a safe working environment for clients, staff, contractors and visitors.
7. Participate in the organisation's continuous quality improvement related activities and processes.

Service Aim:

To deliver high quality individualised psychosocial, recovery oriented services to people with a severe and persistent mental illness to enable them to live a satisfying life in their community.

The Purpose of the Role:

The primary purpose of the Core Support worker is to provide high quality and responsive person-led supports to **within's** NDIS participant's, tailored to meet their needs; both 1:1 and in group settings. The delivery of services will focus on walking alongside people on their recovery journey and encompass the essential elements of hope, meaning, self-identity and responsibility.

Background:

Providing support in the delivery of the participant's NDIS plan ensures that the participant has enriched social and living skills, increase vocational skills and access to education and training, and work to improve community integration. When working in a group setting there is the opportunity to explore these skills in safe environment.

Primary Responsibilities & Tasks:

Service Delivery:

1. To support the delivery of regular, consistent, services (1:1 and in groups) that focus on recovery and encompass the essential elements of hope, meaning, self-identity and responsibility via modelling
2. Effectively contribute to decreasing the stigma and discrimination around having a lived experience of a mental illness
3. To competently deliver **within's** chosen models of service and care
4. To engage, include, encourage and develop a working alliance with participants
5. To work together with participants on their recovery journey by
 - a. supporting participants to meet their recovery goals
 - b. providing orientation to **within's** services for new clients and participate in initial client assessments

- c. acting as a link into the broader community by encouraging and supporting participants to access the wider social, educational, employment and recreational structures
6. Undertake administration tasks including recording client data and referrals electronically

Quality and Compliance:

1. To adhere to **within's** protocols, policies, standard operating procedures and funding and legislative obligations
2. To produce quality client notes in accordance with **within's** policies and procedures
3. Advise on Continuous Quality Improvement activities within the home and community support work area
4. To be well informed and up to date in regard to **within's** protocols, policies and procedures
5. To maintain data collection requirements and case noting on **within's** Client Information Management system
6. Participate in the update and maintenance of policies and procedures and the strategic planning processes as required

Stakeholder relationships:

1. Liaise with other relevant service providers, Latrobe Regional Hospital – Mental Health Services, Community Health services, employment services, alcohol and other drug services, respite services, and carer support services
2. Where appropriate to develop referral pathways, ensure continuity of care and the provision of appropriate and complimentary services e.g. case conferences, recovery and program planning
3. Promoting positive community awareness of the services provided by **within** and generate a positive attitude in the community towards people with a lived experience of a mental health issue

Internal relationships:

1. Keep their Manager informed about issues and/or positive outcomes achieved with the participants.
2. Effectively communicate with team members in a positive proactive manner ensuring consistency and professionalism at all times
3. Undertake regular supervision

General:

1. Other duties as negotiated and directed.

Selection Criteria – skills, knowledge & experience:

- Emerging knowledge of Microsoft Office and knowledge of data information management systems.
- Good verbal and written communication skills
- Emerging organisational skills and able to manage competing priorities
- Effective facilitation of groups for participants seeking to improve their quality of life
- Effective completion of assessments, including risk assessments
- A genuine respect and commitment to improving the quality of life of people with mental health problems. This encompasses a developing understanding of the Social Model of Health and Recovery
- A developing working knowledge of the relevant legislation and service standards, such as the Mental Health Act 2014, National Mental Health Service Standards, 2010, Health and Community Service Standards, Information Privacy Act and Health Records Act

- A lived experience of mental illness and recovery would be highly regarded
- A clear understanding of mental health issues and of the disabilities associated with mental illness
- Ethical work practices and good personal boundaries
- Developing knowledge of available health and community resources
- Developing ability to work independently and collaboratively within teams, organisations and with other agencies
- A clear ability to self reflect and constantly review work practices
- A commitment to further study and professional development

Performance Standards:

Performance will be measured by:

1. Agreed performance appraisal objectives
2. The extent to which position and responsibilities are achieved
3. The degree of professionalism, flexibility displayed
4. Reliability, quality and courteousness of service delivered
5. Effective teamwork

Terms of Employment:

The ongoing nature of this position is dependent on a six-month probationary period and satisfactory performance appraisals linked to agreed outcomes.

Accountability:

The position is accountable to and under the direction of the Support Coordination Team Leader.

Qualifications:

- A lived experience of mental illness highly desirable
- A relevant Tertiary qualification. At a minimum a Certificate III in Mental Health, Disability, Community Services or other equivalent health related area
- Experience in delivering service to people with a psychiatric disability resulting from a severe and persistent mental illness

Certification

- You will be required to provide evidence of your professional qualifications
- Current Police Check
- Current Working with Children's Check
- Current Victoria driver's license
- A declaration of any pre-existing health issues and any unresolved work cover matters that may impact on the ability to perform the duties as required



Applications:

Please submit an application addressing each of the Key Selection Criteria plus a current Resume detailing the names and contact details of two professional referees (supervisor / manager in a current and immediate past position) via mail to

Kirstie Pearce
Corporate Services Manager
PO Box 635
BAIRNSDALE VIC 3875

Or email: kirstie.pearce@withinaustralia.org.au

Please note that applications cannot be considered unless each of the Key Selection Criteria is addressed.

Applicants will then be short-listed for interview. Referees will be contacted post interview. All applicants will be notified of the outcome of their application.