

Position Description

Footprints 2 Wellbeing Worker



Position summary

The Footprints 2 Wellbeing program is delivered by a consortium from Port Macquarie to Tweed Heads. Reporting to the Program Manager, the Wellbeing Worker's role actively facilitates improved well-being for people. The program exists to build psychosocial capacity in people with a mental illness for a period up to 3 months. The worker supports participants to connect with others, focus on their strengths, maintain a healthy lifestyle and lead a fulfilling life. This includes a range of evidence based support services including psycho-education, peer support groups, therapeutic programs, individual support, activities programs, life skills programs, early intervention, health programs and music therapy. Knowledge and understanding of local Aboriginal and Torres Strait Islander communities and cultures is required. The role is mobile and operates from both an office space and also with participants in the community.

During the COVID-19 pandemic social isolating rules, this position will be based from the Wellbeing worker's home using video conferencing platforms and other media. Once the Federal Government has advised a reduction in social isolating, the position will require the Wellbeing worker to access the community and support participants in 1-1 and group based activities.

Organisational relationships

Direct reports: Nil

Internal and external relationships

Internal relationships involves team and staff engagement and collaboration

External relationships may include consortium members, families and carers, Primary Health Network, mental health clinicians, GP's, agents for housing, Medicare locals, Community Mental Health Service Providers and the broader community

Responsibilities	Outcomes
Wellbeing support	
Build, mentor and model open, supportive, trusting, appropriate and effective professional relationships with participants as part of their recovery.	A highly professional and respectful standard of service is provided in consultation with participants and within a motivational enhancement framework.
Encourage learning experiences, and support social and living skill development at every opportunity.	Through positive self-care strategies, there is increased levels of access to vocational opportunities, e-health strategies, employment or volunteering.

Responsibilities	Outcomes
Utilise a strength based approach to support the client to manage self-care and understand addiction.	Feedback from the participants indicate that there is greater understanding of their needs and positive strategies to manage them.
Tailor activities to meet client needs on an individual counselling basis and with group facilitation.	There is evidence of active facilitation of group programs and other activities.
	A range of activities from learning and being creative to life skills, meditation or physical activity is on offer in both group and individual counselling.
Case management	
Case manage participants for optimal outcomes.	Participants are assisted to test their eligibility for the National Disability Insurance Scheme (NDIS), or transition them to appropriate supports under the Continuity of Support (CoS) program.
	Effective case management is carried out taking into consideration different cognitive, behavioural, emotional, social, physical and spiritual needs.
	There is positive feedback from participants about the program delivery.
Refer participants to clinical or other specialist medical services.	Participants are referred to other outreach services as appropriate to provide step up/step down responses.
	Knowledge of the barriers that Aboriginal and Torres Strait Islander people face in a primary health care context is taken into account when referrals are made.
Ensure there is compliance with requirements.	Legislative, contractual and audit inspection framework requirements are met.
Provide Episodes of care (EOC) to participants.	On average, 35 EOC (Episodes of Care) per week pro-rata are required.
	There is recorded evidence of all episodes of care.
Use Case Management and Client Service Management tools.	The in house case management tool (MIMASO) is utilised to capture all KPIs and case management data and information is current.
Representation and Networking	
Develop and maintain a working knowledge of mental health and other relevant agencies/services.	Connections with mental health services, primary health services and other stakeholders, including carers and other service providers are built and maintained.
Establish and build links with Aboriginal and Torres Strait Islander communities and individuals.	There is evidence of successful links and referrals from Aboriginal and Torres Strait Islander communities.
Actively liaise with consortium members and other service providers, regarding client progress and participation.	Consortium members are provided with appropriate information to support the client and grant them access to services they need.
Administration and reporting	
Maintain client files and undertake other administrative tasks.	Accurate case notes/ files/paperwork/data input/reports are maintained and updated.

Responsibilities	Outcomes
Collect data to support future programs.	Sufficient data is available to ensure there is evidence of the program's effectiveness.
	There is participation in research projects as required.
Team support	
Participate in peer and clinical supervision processes.	There is adequate preparation and active participation in peer and clinical supervision.
Participate in informal and formal case conferences, staff meetings and planned meetings.	There is active contribution in meetings to reach key program and clinical decisions.
Work autonomously and as part of a team.	A strong work ethic, respect, punctuality and commitment to service is demonstrated to ensure all team members are well supported.
	Assigned tasks are carried out in a timely manner.
General	
Be compliant with WHS requirements and take reasonable care to ensure your own safety and health and that of others. Abide by their duty of care provided for in the legislation. Ensure you do not place others at risk by any act or omission. Ensure you do not interfere with safety equipment.	There is demonstrated compliance with WHS requirements to ensure a safe and healthy workplace. This includes abiding by the non-smoking directive at the Binna Burra site and other office locations.
	Any injury, hazard or illness are reported immediately, where practical, to your manager/coordinator.
Take an active role in building your resilience and preventing psychological injury. Take reasonable care for your health and safety and that of others who may be affected by your conduct.	The importance of wellbeing and self-care as a part of resilience is acknowledged. Strategies are implemented to maintain personal wellness and resilience. Clinical supervision or other supports are utilised, when needed.
Be compliant with codes, guidelines, policies, procedures, legislation and Standards and proactively engage with Buttery continuous quality improvement.	Codes, guidelines, policies, procedures, legislation, Standards and quality improvement processes are adhered to at all times. Changes and improvements are supported.
	All mandatory training programs and team meetings are attended.
	There is mandatory reporting of any suspected incidents of child abuse.
Support an environment free from discrimination, harassment, bullying and model appropriate standards of professional behaviour in the workplace.	Interactions with colleagues, residents, participants and stakeholders are undertaken in a courteous manner.
	Cultural and linguistic diversity is taken into consideration.
	There is positive feedback from others regarding your interactions.
Other duties relevant to the role as requested by the Program Manager.	

Selection criteria

Qualifications and checks

- Certificate IV qualifications or higher qualifications in mental health or Aboriginal and or Torres Strait Islander Primary Health Care
- Current and valid Driver's Licence with an ability to undertake regular travel around the region
- A satisfactory Criminal Record Check and Working with Children Check
- Current First Aid certificate

Professional skills and experience

- A minimum of 2 years' experience in mental health services coordinating care for people with complex support needs co-occurring with serious mental health issues and other issues such as homelessness, trauma, contact with the criminal justice system and family and cultural separation
- Demonstrated experience facilitating groups in a recovery orientated mental health environment
- Established networks and relationships with a range of services in the local area and knowledge of NDIS
- Strong administrative skills, computer literacy in MS Office and proficient use of technology such as databases, video conferencing and mobile devices
- Demonstrated commitment to cultural diversity, equal employment opportunity, legislative compliance and workplace health and safety

Interpersonal skills

- Strong communication skills and the ability to collaborate as part of team
- Proven experience in undertaking complex negotiations, resolving conflict, building partnerships and addressing resistance.
- Ability to work autonomously and use time effectively
- A reasonable level of resilience to fulfil the demands of the role
- Self-reflective with the ability to review own work practices and maintain boundaries

Agreement

These conditions of employment, your duties and location may be varied by The Buttery during the term of your employment. The position description duties are to read in conjunction with the terms and conditions that form your contract of employment.

I accept and agree to the duties in this position description. I understand and agree to abide by the terms and conditions stipulated.

Signature _____

Name _____ Date _____