

# Position Description

## Support Worker: HASI Plus



### Position summary

Reporting to the Program Coordinator, the Support Worker will provide safe and effective, recovery-oriented and trauma informed mental health support for the highly complex HASI Plus participants. A high focus on recovery values including hope, self-direction, empowerment, strength based and peer support model underpins the role. Support Workers are required to work shifts that support a 24 hour model.

Support Workers help people with mental health issues through

- support and health promotion
- positive role modelling
- education
- facilitating self-advocacy
- providing information to encourage participation in the public mental health system.

### Organisational relationships

**Direct reports:** Nil

**Internal and external relationships**

Internal relationships involves team and staff engagement and collaboration

External relationships may include families and carers, HASI+ network, NDIA, Primary Health Network professionals, clinicians, GP’s, agents for housing, Community Mental Health Service Providers and the broader community

Responsibilities	Outcomes
<b>Use a trauma informed, recovery based model of support.</b>	
Use a trauma informed recovery-orientated, person centred framework to provide a range of supports.	Participants are provided with supports tailored to meet their recovery goals.
	The implementation of individual plans is supported in collaboration with the Clinical Lead and all stakeholders where appropriate.
Build capacity and utilise a strengths based approach.	Feedback from participants and stakeholders indicates there is assistance to access resources that enhance their recovery goals.
Encourage self-determination and resilience.	Feedback from participants and stakeholders indicates there is recognition and respect for their right to have control over their lives, to make decisions and have their preferences and aspirations respected.

Responsibilities	Outcomes
<b>Provide support with day to day living skills</b>	
Support participants to manage their tenancy.	Support in managing and maintaining a tenancy within a shared tenancy environment Guidance is provided with domestic cleaning in situations where the participant needs support.
Support activities such as cooking, budgeting, shopping and personal grooming.	Participants are supported to plan and prepare meals based on participant's choice and in accordance with food safety guidelines to meet nutritional, cultural and religious needs. Personal grooming and hygiene needs are supported. There is evidence that basic budgeting is discussed with the participant.
<b>Provide support with health needs</b>	
Provide information to encourage participation in the public health system.	The participant is encouraged and supported to attend medical and mental health appointments The participant is supported to proactively manage their health and get screening or attend check-ups for dentists, eye health, hearing, etc.
Provide support with medication management.	Where required, support the participant to manage medication, refill scripts with the support of the Clinical Lead.
<b>Support positive behaviour and diversional therapy</b>	
Engage with diversional therapy recommendations.	Evidence indicates that you encourage diversional therapy activities and seek to enhance the participants' experience.
With the support of the Clinical Lead, proactively engage with residents and provide positive role modelling in interpersonal relationships.	Participants are supported to develop and maintain relationships. Participants are supported with conflict resolution, goal setting and task completion.
With the support of the Clinical Lead and coordinator, assist in the management of behaviours of concern.	There is evidence of a positive rapport existing between you and participants that can lead to de-escalation and positive outcomes when they exhibit behaviours of concern.
<b>Collaborate with stakeholders</b>	
Work with participants and their support networks (e.g. family/friends/carers/guardians as identified).	There is positive feedback from support networks about the work you do with the participant.
Collaborate with other community partner organisations in order to achieve the participant's recovery goals.	There is positive feedback from community and partner organisations about the work you do with the participant.

Responsibilities	Outcomes
<b>Administration and reporting</b>	
Maintain files and undertake other administrative tasks as required utilising the CRM program (Mimaso).	Accurate case notes/ files/paperwork/data input/reports are maintained and updated.
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.
<b>Case Management</b>	
Case manage participants for in a holistic manner for optimal outcomes.	Effective support is carried out taking into consideration different cognitive, behavioural, emotional, social, physical and spiritual needs. Support will be guided by the participants' recovery goals.
	There is positive feedback from completing participants about the program delivery.
Refer families and stakeholders to other services where appropriate.	There is evidence of family and stakeholders being supported to access a range of supports within the community.
Ensure there is compliance with Policies and Procedures in line with service delivery Key Performance Indicators (KPIs).	Legislative, contractual and audit inspection framework requirements are met.
<b>Representation and Networking</b>	
Develop and maintain a working knowledge of AOD and other relevant mental health agencies/services.	Connections with AOD (Alcohol and other Drug) and primary health services and other stakeholders, including carers and other service providers are built and maintained
Actively liaise with relevant agencies and other service providers, regarding participant progress and participation.	Relevant agencies are provided with appropriate information to support the participant and grant them access to services they need.
Attend interagency and Buttery networking groups as directed.	Interagency and Buttery meetings are attended as appropriate.
<b>Team support</b>	
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.

Responsibilities	Outcomes
<b>General</b>	
<p>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.</p>	<p>There is demonstrated compliance with WHS requirements to ensure a safe and healthy workplace. This includes abiding by the non-smoking directive at the Buttery sites and compliance with any pandemic directives and protocols.</p> <p>Any injury, hazard or illness are reported immediately, where practical, to your manager/ coordinator.</p>
<p>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.</p>	<p>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.</p>
<p>Be compliant with codes, guidelines, policies, procedures, confidentiality requirements, legislation and Standards and proactively engage with Buttery continuous quality improvement.</p>	<p>Codes, guidelines, policies, procedures, confidentiality requirements, legislation, Standards and quality improvement processes are adhered to at all times. Changes and improvements are supported.</p> <p>All mandatory training programs and team meetings are attended.</p> <p>There is mandatory reporting of any suspected incidents of child abuse.</p>
<p>Support an environment free from discrimination, harassment, bullying and model appropriate standards of professional behaviour in the workplace.</p>	<p>Interactions with colleagues, residents, participants and stakeholders are undertaken in a courteous manner.</p> <p>Cultural and linguistic diversity is taken into consideration.</p> <p>There is positive feedback from others regarding your interactions.</p>
<p>Other duties relevant to the role as requested by the Coordinator.</p>	

## Selection criteria

### Qualifications and checks

- Certificate IV in Community Services or Mental Health or Certificate IV in Mental Health Peer Work or higher tertiary qualifications
- Current and valid Driver's Licence
- A satisfactory Criminal Record Check and Working with Children Check
- Current COVID vaccination and First Aid certificate

### Professional skills and experience

- Demonstrated understanding of the recovery model and psychosocial rehabilitation
- Demonstrated experience in coordinating care for persons with complex support needs co-occurring with significant mental health issues and other issues such as homelessness, trauma, suicide ideation, self-harm, contact with the criminal justice system and family and cultural separation
- Computer literate with capacity to support others to access technology, use apps and input data to our CRM (Mimaso)
- Established networks and relationships with a range of services in the local area
- Availability to work a variety of shifts
- 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
- Ability to work autonomously and use time effectively
- A reasonable level of resilience to manage psychosocial demands, complex clinical issues and exposure to crisis situations
- 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 \_\_\_\_\_