



Where mental wellbeing thrives

## Position Description NDIS Mental Health Officer

*"Where mental wellbeing thrives"*

### Position Details

|                         |                                              |
|-------------------------|----------------------------------------------|
| <b>Position Title:</b>  | NDIS Mental Health Officer (NMHO)            |
| <b>Classification:</b>  | Level 5                                      |
| <b>Agreement:</b>       | Flourish Australia Enterprise Agreement 2018 |
| <b>Employment Type:</b> | Closed Period (12-months)                    |
| <b>Hours of Work:</b>   | 38 hours per week                            |

### Position Summary

The National Disability Insurance Scheme (NDIS) supports people with a permanent and significant disability that affects their ability to take part in everyday activities and gives people more choice and control over how, when and where those supports are provided.

The NDIS Mental Health Officer (NMHO) Program is a state wide program run by Flourish Australia. There will be 18 NMHOs, one for every local health district (LHD) and specialty health network (SHNs). While the NMHOs will be employed by Flourish Australia, they will be located onsite within mental health services in LHDs and SHNs. The NMHO will have a supervisor in the LHD or SHN, and report back to the Flourish Australia NMHO Program Manager.

In the NDIS Mental Health Officer Program, NMHOs are responsible for improving the access to and experience of the NDIS for people with psychosocial disability in NSW. They will work with LHD or SHN mental health services to identify people who are or are likely to be eligible for the NDIS, and assist them to obtain the appropriate support through the NDIS.

NMHOs work across all aspects of the NDIS journey, including access, planning, plan implementation and plan utilisation. There is also a strong focus on building the capacity of LHD or SHN mental health service staff around the NDIS.

Further, NMHOs may work with the National Disability Insurance Agency (NDIA), Local Area Coordinators, NDIS Support Coordinators, NDIS Psychosocial Recovery Coaches and other NDIS providers as required to support access to appropriate services to ensure people are connected to the NDIS and the supports they will benefit from.

### About NDIS Mental Health Officer Program (NMHO Program)

The overarching aim of the NMHO Program is to improve the access to and experience of the NDIS for people with psychosocial disability in NSW. This will be achieved by each NMHO:

- Assisting people with psychosocial disability to get the supports they need to live well in the community; and
- Working with mental health staff to improve their skills and confidence in assisting their clients with the NDIS.

The objectives of the NMHO Program are:

#### ***For people with psychosocial disability***

- Assist more people to successfully access the NDIS, reducing the stress involved
- Support participants to get more from their NDIS plans
- Help people get the supports they need to live well in the community, reducing the need for hospitalisation
- Increase collaboration between service systems, resulting in more connected care.

#### ***For the public mental health system***

- Reduce pressure on hospitals as more people get the support they need to live well in the community
- Reduce the demand on community mental health services to provide supports more appropriately funded through the NDIS.

#### ***For individual public mental health staff***

- Improve the ability and confidence of staff to navigate NDIS processes
- Improve efficiency of staff around NDIS processes, freeing up time to provide clinical care
- Improve ability to collaborate and resolve issues with the NDIA and NDIS providers.

Key focus areas of the NMHOs will vary depending on the LHD/SHN they are working in. For example, different LHD/SHNs may focus the work of their NMHO, including in relation to:

- Geographic area
- A particular part of the NDIS process – e.g. access or planning
- The level of focus on capacity building of LHD/SHN staff
- Specific population groups, including:
  - young people (0-18)
  - people in custody or forensic settings
  - people with complex needs and acute presentation in inpatient and community settings
  - long-stay inpatients
  - Aboriginal communities

NMHOs will be provided with specific key performance indicator information depending on the focus area of the LHD or SHN.

#### **About Flourish Australia**

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Our name reflects our fundamental and enduring commitment to people's mental health and wellbeing, supporting them to thrive and live a contributing life.

##### Vision

Flourish Australia's vision is to enable full participation within a diverse and inclusive community.

##### Mission

Working together for optimal mental health and wellbeing.

##### Values

Flourish Australia values hope, inclusion, partnership, diversity, integrity, respect, trust.

#### **Relationships and Authority**

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Reports to: NDIS Mental Health Officer Program Manager (NMHO Program Manager)  
LHD/SHN Supervisor

Direct reports: Nil

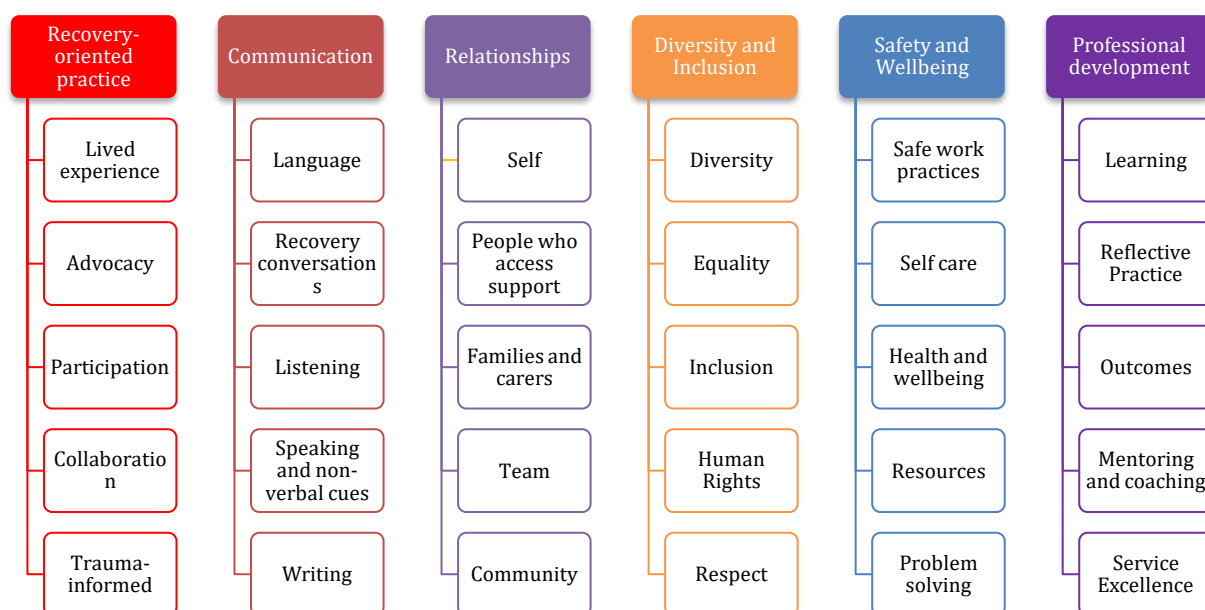
#### **Organisational Accountabilities**

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- Abide by and have comprehensive knowledge of all Flourish Australia procedures and policies.
- Actively ensure the health, safety and wellbeing of yourself and others at work in accordance with your delegated authority and in accordance with the Work Health and Safety Act 2011.
- Understand and abide by the Flourish Australia Code of Conduct and Ethics, and maintain a professional level of behaviour and conduct in the workplace at all times.
- Complete mandatory training.
- Be responsible for engaging in discussion about, and helping to create and sustain a culture of, continuous quality improvement.
- Timely adherence to reporting and ensuring all policies and procedures are adhered to.
- Support a 'no wrong door' approach.
- Provide day-to-day supervision and support of staff.
- Administer rosters and timesheets, as required
- Commit to the detection and prevention of fraud.
- Identify possible organisational risks and adhere to the risk management framework.
- Work within the vision, mission, and values of Flourish Australia.

## Key capabilities

Flourish Australia's Capability Framework enables staff to develop their career with Flourish Australia. The Capability Framework consists of six core Capability Domains, which are core to the work we do.



A seventh (7th) domain is provided for position-specific competency.

## Position demands/frequency

The following tables provide an overview of some of the common physical and psychosocial demands placed on all employees working in mental health.

### Physical demands/frequency

| Position demand                                                                                                                       | Frequency                                  | Comments                                                                                                                                                                                                |
|---------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Standing                                                                                                                              | Frequent                                   | Continuous and repetitive throughout the work day.                                                                                                                                                      |
| Sitting                                                                                                                               | Frequent                                   | Continuous and repetitive throughout the work day.                                                                                                                                                      |
| Crouching                                                                                                                             | Occasionally                               | May be required.                                                                                                                                                                                        |
| Kneeling                                                                                                                              | Occasionally                               | May be required.                                                                                                                                                                                        |
| Stooping                                                                                                                              | Occasionally                               | May be required.                                                                                                                                                                                        |
| Walking                                                                                                                               | Frequent                                   | Continuous and repetitive throughout the work day.                                                                                                                                                      |
| Stair climbing                                                                                                                        | Occasionally                               | May be required (but depends on workplace)                                                                                                                                                              |
| Controls/fine motor skills <ul style="list-style-type: none"> <li>Hand/arm</li> <li>Foot/leg</li> </ul>                               | Frequent                                   | Essentially, fine motor skills are required to perform activities of Driving and operating computers                                                                                                    |
| Reaching (overhead)                                                                                                                   | Occasionally                               | Continuous and repetitive throughout the work day in residential settings.                                                                                                                              |
| Driving                                                                                                                               | Frequent                                   | Driving is a frequent activity performed by the staff in this role.                                                                                                                                     |
| Lifting and carrying <ul style="list-style-type: none"> <li>2kg-5kg</li> <li>5kg-10kg</li> <li>10kg-15kg</li> <li>&gt;15kg</li> </ul> | Occasionally<br>Rarely<br>Rarely<br>Rarely | All lifting and carrying at Flourish Australia needs to be performed by the employee and the chance of delegating to others is small. Other major lifts include shopping, laundry baskets and clothing. |

### Psychosocial demands/frequency

| Position demand                                     | Frequency    | Comments                                                                    |
|-----------------------------------------------------|--------------|-----------------------------------------------------------------------------|
| Working with distressed people                      | Frequent     | e.g. episodic or grief situations                                           |
| Working with people who may have experienced trauma | Frequent     | e.g. child abuse, history of violence                                       |
| Exposure to distressing situations                  | Occasionally | e.g. self-harm, death                                                       |
| Working with unpredictable or aggressive people     | Occasionally | e.g. drug and alcohol induced, episodic situations, visiting people's homes |

## Key Tasks and Responsibilities

Note that the key tasks and responsibilities will vary depending on the LHD/SHN that the NMHO is working in. Please see the specific focus area for each LHD/SHN for further detail.

- Boost rates of access and improve plan quality and utilisation for people with primary psychosocial disability by:
  - assisting people with psychosocial disability through the NDIS access, planning and implementation processes, in conjunction with LHD/SHN staff;
  - working with LHD/SHN staff to engage with support coordinators and psychosocial recovery coaches to ensure that people with psychosocial disability are receiving the supports they need from relevant services and providers;
  - working with LHD/SHN staff to build their capacity and skills around the NDIS, particularly through experiential learning;
  - liaising with the NDIA, Local Area Coordinators and NDIS providers to improve collaboration and resolve issues at the most local level.
- Assist with identification of prospective and existing NDIS participants who are in hospital; and/or are identified as frequent presenters to Emergency Departments or mental health services; and/or are clients of community mental health teams.
- Facilitate access to the NDIS and work in collaboration with LHD/SHN staff to ensure relevant forms are completed, evidence is gathered and documentation is lodged with the NDIA.
- Work with LHD/SHN staff to ensure that participants of the scheme obtain appropriate supports through the planning process.
- Work with LHD/SHN staff to ensure that plans are appropriately utilised, including through engaging with support coordinators and psychosocial recovery coaches.
- Monitor progress for people through all stages of the NDIS process, including access, plan development, plan implementation and plan review. Promote the updating of the relevant LHD/SHNs portal as individuals progress.
- Identify opportunities to reduce delays, streamline processes and resolve issues whilst maintaining comprehensive records.
- Assist with building LHD/SHN staff knowledge and skills in relation to the NDIS.
- Develop relationships with local NDIA staff and NDIS providers, particularly support coordinators, psychosocial recovery coaches, to ensure that participants receive appropriate supports in the community.
- Have a good understanding of the role of the NDIS Quality and Safeguards Commission, and when to escalate concerns as per LHD/SHN and Flourish Australia protocol.
- Ensure that LHD/SHN databases are kept up to date in accordance with the LHD/SHN requirements.
- Maintain accurate documentation and report on outcomes, successes and challenges to the NMHO Program Manager, LHD/SHN and the Ministry of Health as required.
- Comply with relevant LHD/SHN policies and procedures.
- Possess a good understanding of Flourish Australia's philosophy, recovery orientated services/culture, Disability Standards, Quality Assurance principles, Grievance Policy, Work Health & Safety, and Privacy Policy and relevant legislation.
- Engage with Flourish Australia NMHO Program Manager about the Program and progress of the work, as required.
- Engage with the network of NMHOs across NSW, to share ideas and improve practices.
- Provide feedback and have ongoing engagement with the Ministry of Health around the outcomes, challenges and lessons from the work.
- Attend monthly review meetings with the Ministry of Health, if required.
- Ensure services provided by the NMHO are of a high standard and comply with standards of quality practice.
- Achieve individual Key Performance Indicators (KPIs).

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#### **Performance Measure**

1. Meet the expected outcomes and KPIs as agreed and depending on the particular focus for the LHD/SHN. These KPIs are likely to cover:
  - I. Number of access requests submitted by the NMHO
  - II. Number of access requests submitted by LHD/SHN staff with the support of the NMHO
  - III. Percentage of people assisted to submit an access request who were found eligible
  - IV. Number of planning meetings attended by the NMHO
  - V. Number of planning meetings attended by LHD/SHN staff with the support of the NMHO
  - VI. Portion of consumers assisted with access and/or planning followed up through check ins with the NMHO
  - VII. The levels of confidence of LHD/SHN mental health staff in assisting people with NDIS processes

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#### **Required Skills and Personal Attributes**

- Be proficient with technology and have a good workable knowledge of databases.
- Think creatively to solve problems and be people focused and work in partnership.

- Have advanced working knowledge of person led recovery-oriented practice.
- Managing time is essential so outcomes can be achieved.
- A high level of interpersonal skills is required.
- Value diversity and be respectful at all times.
- Be people focused and work in partnership.
- Have excellent report writing skills.
- Self-reflect and constantly review work practices.
- Be committed to professional and ethical conduct.
- Work independently (support is available if required on more complex matters) and as part of a team.
- Be able to work with other staff to build their capacity and confidence.
- Implement strategies to maintain personal wellness and request support (as required).

### Key Selection Criteria

*“Flourish Australia supports Affirmative Action. If two candidates present with suitability to a role, and one of those people has a lived experience, the person with the lived experience will be the preferred candidate.”*

Note: Additional key selection criteria will vary depending on the LHD/SHN that the NMHO is working in. Please see the specific focus area for each LHD/SHN for further detail.

#### Essential:

1. Qualifications in human services or relevant field and/or relevant work experience in psychosocial disability.
2. Demonstrated experience of working with people with psychosocial disability and supporting them to access and utilise the NDIS.
3. Excellent understanding of NDIS and eligibility criteria as it applies to psychosocial disability.
4. Demonstrated ability to build the capacity of staff, including through mentoring.
5. Demonstrated ability to successfully liaise with service providers to assist people with psychosocial disability obtain the supports they need
6. Demonstrated ability to work across multiple sites and environments.
7. Excellent attention to detail, organisational skills and the ability to work independently, prioritise and meet tight deadlines.
8. Highly developed written and verbal communication skills and competence in the use of information technology systems.
9. Current unrestricted Australian driver's licence (P2 licence acceptable).
10. Vaccination Category A.

#### Desirable:

1. A personal lived experience of a mental health issue.
2. Demonstrated experience of working with Aboriginal consumers, families and communities.
3. Demonstrated experience of working with CALD consumers, families and communities.

All appointments with Flourish Australia's Mental Health Services are subject to previous employment reference checks, Working With Children Check, satisfactory Australian residency status, National Criminal Record checks, and other background checks as required by different State legislation (e.g. Working with Disabilities *check* in QLD).

### Agreement

I, \_\_\_\_\_, have read and understand my obligations as a NDIS Mental Health Officer with Flourish Australia as outlined in this position description.

I agree to abide by the Flourish Australia Code of Conduct and Ethics, and agree to read, understand, and abide by Flourish Australia's policies and procedures.

#### NDIS Mental Health Officer

|           |  |       |
|-----------|--|-------|
| Name      |  |       |
| Signature |  | Date: |

**Nb: A signed copy of this position description must be returned to the People and Culture team.**