



Where mental wellbeing thrives

Position Description Support and Access Officer

"Where mental wellbeing thrives"

Position Details

Position Title:	Support and Access Officer
Position Level:	Level 4
Award:	Flourish Australia Enterprise Agreement 2018
Employment Type:	12-Month Closed Period Contract
Hours of Work:	38 hours per week

Position Summary

Support and Access Officers work in the community with people with lived experience of mental health issues within the Connector Hub program in South West Sydney. This role aims to realise Flourish Australia's vision by working with people to develop their recovery journey to meet their goals and support access to the National Disability Insurance Scheme (NDIS), where possible.

The 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 Support and Access Officer will identify people accessing the Connector Hub program who are eligible to access the NDIS. They will support them and their families to obtain the appropriate utility from the NDIS and to navigate the complex application process effectively.

In the course of performing the role, Support and Access Officers will also:

- Encourage personal growth by projecting a positive outlook, a sense of belonging, and by promoting social inclusiveness in the community;
- Provide access to activities and opportunities that promote independence;
- Promote positive self-care strategies, enrich social and living skills, increase vocational skills and access to education and training, and work to improve community integration;
- Encourage shared learning experiences;
- Support skill development at every opportunity through self-directed learning, information and education;
- Support people to feel more confident in the community and provide advocacy (when required); &
- Listen and create opportunities and activities that meet the interests and goals of people.

Ultimately, Support and Access Officers facilitate access to supports and services that help people on their recovery journey. They achieve this by working with integrity and in a professional manner at all times, and by walking alongside people on their recovery journey.

About Flourish Australia

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 creating communities where everyone's mental health and wellbeing flourishes.

Mission

Supporting people to flourish, believe in their future and their place in the community.

Values

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

Relationships and Authority

Reports to: Manager and/or Team Coordinator

Direct reports: Similar or lower classified staff (as required)

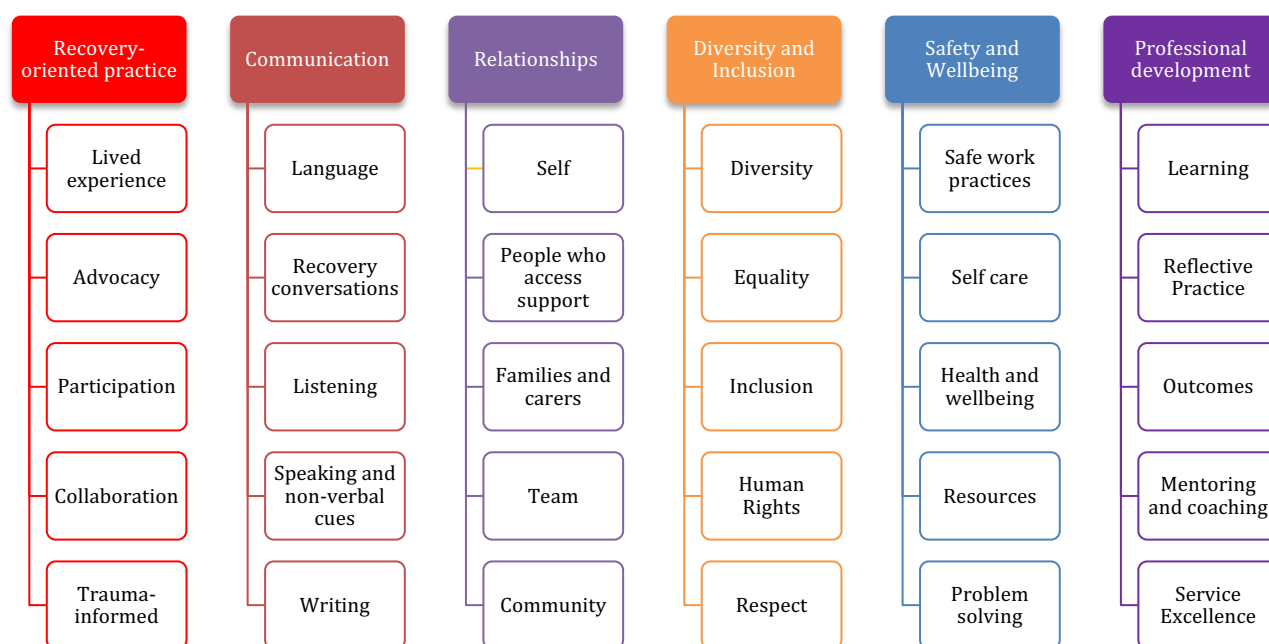
External: NDIS participants, families and carers, the NDIA, LHD Staff, Allied Health Staff, General Practitioners, CESP HN, and the wider community.

Organisational Accountabilities

- Abide by all Flourish Australia policies and procedures.
- Complete all mandatory training.
- Report all incidents in the incident reporting database.
- 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.
- Be responsible for engaging in discussion about and helping to create and sustain a culture of continuous quality improvement.
- Actively promote a 'no wrong door' approach.
- Commit to the detection and prevention of fraud.
- Identify possible organisational risks and adhere to the Risk Management Framework.
- Work to support and promote 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 more frequent (but depends on workplace)
Controls/fine motor skills <ul style="list-style-type: none">Hand/armFoot/leg	Frequent	Essentially, fine motor skills are required to perform activities of driving, operating computers and general cleaning support, as well as for administrative tasks.
Reaching (overhead)	Frequent	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">2kg-5kg5kg-10kg10kg-15kg>15kg	Constant Occasionally Occasionally 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

- Ensure services delivered to people accessing Flourish Australia are of a high standard.
- Work in a respectful manner with people accessing Flourish Australia's service, our partners and our internal and external stakeholders.
- Facilitate discussions regarding the individual needs and goals of each person accessing Flourish Australia's services and collaboratively develop, implement and monitor an individual plan that meets these needs. The plan is led by each individual person supported by Flourish Australia.
- Encourage shared learning experiences, and support skill development at every opportunity through self-help, formal education, and through daily program delivery and shared group experiences.
- Support people to attend appointments of their choice, in the most independent way possible, especially when required by law (medical, vocational, mental health, tenancy).
- Ensure all aspects of service delivery are provided in consultation with the person accessing Flourish Australia's service and within a recovery framework.
- Ensure that individual support is provided to a person that accesses Flourish Australia services that meets their recovery journey goals and is strengths based and led by the person wherever possible.
- Be 'hands on' and involved in direct service delivery.
- Be proactive in developing service delivery that is recovery focused and strengths based. Examples of specific direct service delivery tasks may include (but are not limited to) working with people in:
 - Maintaining their home environment, and facilitating the rectification of any property maintenance needs.
 - Money management and budget skills if appropriate and if agreed with by the person.
 - Supporting the person to develop activities of daily living (cooking, shopping, cleaning, hygiene etc.) at the agreed level of participation based on individual needs.
 - Establishing access to social, educational, vocational, and leisure activities.
 - Facilitating participation in group activities, including accessing psychosocial education.
 - Supporting people to maintain and improve their physical health care needs.
 - If the person wants to, facilitate contact with family and friends, or reacquaint with family and carers and make new friends.
 - With the person's permission make suitable referrals to support services so they can achieve their recovery goals.

- Access Flourish Australia's services and attend appropriate meetings.
- Develop a good understanding of Flourish Australia's philosophy, person-led recovery-oriented services/culture, Disability Standards, National Standards for Mental Health Services, Quality Assurance principles, Grievance (Complaints) and Dispute Resolution policy, Work Health & Safety, Privacy, and relevant legislation.
- Keep their Manager informed about issues and/or positive outcomes achieved with the people we are working with.
- Follow the reasonable direction of senior staff.
- Develop a good understanding of person led recovery-oriented services and personal behaviours, which inspire hope and facilitate the achievement of recovery goals
- Assist with identification of prospective NDIS participants who are referred to the Connector Hub Program
- Facilitate access to the NDIS and work in collaboration with all staff to ensure relevant forms are completed, evidence is gathered and documentation is lodged with the NDIA.
- Monitor progress for people through all stages of the NDIS process, including access, plan development, plan implementation and plan review.
- Identify opportunities to reduce delays, streamline processes and resolve issues whilst maintaining comprehensive records.
- Support capacity building regarding processes and procedures for all staff by providing learning opportunities so that staff can become effective and efficient in all aspects of NDIS applications.
- Develop strong relationships with local NDIA staff and NDIS providers, particularly support coordinators to ensure that participants receive appropriate supports in the community and are less likely to require hospitalisation.
- Have a good understanding of the role of the NDIS Quality and Safeguards Commission, and when to escalate concerns as per Flourish Australia protocol.

Required Skills and Personal Attributes

- Be proficient with technology and have a workable knowledge of databases.
- Work independently and have excellent interpersonal skills.
- Be able to effectively utilise NDIS packages by using expert knowledge of the NDIS, the service system, by being assertive, and 'making things happen'.
- Obtain working knowledge of all Flourish Australia programs.
- Think creatively to solve problems
- Able to maintain accurate, professionally appropriate and current records and written reports.
- Have excellent time management skills.
- Ability to use Microsoft Office Suite and ability to fully utilise the client information management system.
- Have excellent verbal and written communication skills, including advocacy and report writing skills.
- Apply sound working knowledge of recovery-oriented practice.
- 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."

Essential:

1. Tertiary qualifications in human services or relevant field OR relevant Certificate IV in mental health related discipline
2. Excellent administration skills and at least 2 years experience in mental health related field as recognised by Flourish Australia.
3. Demonstrated experience with facilitating multi-disciplinary coordinated planning where multiple providers work together to wrap-around services.
4. Demonstrated experience working with people with psychosocial disability and supporting them to access and utilise the NDIS.
5. Demonstrated ability to build the capacity of staff, through training of groups and coaching of individuals.
6. Strong time management and organisational skills and proven capacity to prioritise work commitments.
7. Excellent interpersonal skills including the ability to work with individuals from diverse backgrounds and cultures, and to work as part of a multidisciplinary teams across multiple sites to develop collaborative relationships and networks between agencies.

8. Current unrestricted Australian drivers licence.

Desirable:

1. A personal lived experience of a mental health issue OR a carer of a person with a lived experience.
2. Developing expert knowledge of relevant legislative and funding contract requirements.

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 Support and Access 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.

Support and Access Officer

Name		
Signature		Date:

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