



Supporting Mental Health & Wellbeing

## Position Description Mental Health Worker

*Flourish Australia, Supporting Mental Health & Wellbeing*

### Position Details

<b>Position Title:</b>	Mental Health Worker
<b>Position Level:</b>	Level 4
<b>Award:</b>	Social, Community, Home Care and Disability Services Industry Award 2010
<b>Employment Type:</b>	In accordance letter of offer.
<b>Hours of Work:</b>	In accordance letter of offer. Occasional on-call and weekend work may also be required

### Position Summary

Mental Health Workers work in the community with people with lived experience of mental health issues. This role aims to realise Flourish Australia's vision by working with people to develop their recovery journey to meet their hopes and dreams.

In the course of performing the role, Mental Health Workers:

- 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.

Mental Health Workers aim to achieve Flourish Australia's vision by providing a high quality and responsive person led recovery-oriented service that best supports people to live in the community.

Ultimately, Mental Health Workers 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 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: Manager. And on occasion, a Mental Health Worker may report to a Senior Mental Health Worker or Senior Peer Worker based on local need.

Direct reports: Nil.

External: Key external relationships may be with families and carers, Local Health District professionals, clinicians/GP's, agents for Housing, Medicare Locals, Community Mental Health Service providers, and the broader community.

Mental Health Workers at this level at this level operate under general direction in functions that require the application of skills and knowledge appropriate to the work practices. Assistance is usually available as needed.

## Organisational Accountabilities

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Mental Health Workers with Flourish Australia agree to:

- Abide by all Flourish Australia procedures and policies.
- Actively ensure the health, safety and wellbeing of themselves 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 Tasks and Responsibilities

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### General tasks and responsibilities

All Mental Health Workers are required to (but are not limited to) complete the following tasks:

- 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 lead 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).
- Encourage people to develop their skills in a wide range of areas that they are interested in which will meet their needs. These may include domestic skills, social skills, independence skills, and skills to enter education and/or employment.
- Ensure all aspects of service delivery are provided in consultation with the person accessing Flourish Australia's service and within a recovery framework.
- Maintain an individual focus in supporting people's recovery journeys.
- 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.
- Ensure that all people you are working with receive the appropriate level of support.
- 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.
- Promoting positive community awareness of the services provided by Flourish Australia and generate a positive attitude in the community towards people with a lived experience of a mental health issue.
- Effectively communicate with team members and people accessing Flourish Australia's services in a positive proactive manner ensuring consistency and professionalism at all times.
- With the person's permission, meet regularly with family and friends to give feedback on progress and provide information, education and support to families, carers, and friends (when permissible to do so).
- Meet all policy, contractual and legislative requirements and ultimately achieve good outcomes for the people who access Flourish Australia's services.
- Follow the reasonable direction of senior staff.
- Model a strong work ethic that ensures the respect that should be attributed to this important role.
- Develop a good understanding of person led recovery-oriented services and personal behaviours, which inspire hope and facilitate the achievement of recovery goals.

In addition to these tasks and responsibilities, a Mental Health Worker classified at Level 4 may also:

- Assist senior staff with planning and coordination of a program or project (when required).
- Have excellent knowledge of statutory and legal requirements and exercise this knowledge with lower classified staff
- Utilise a high level of initiative and problem solving using knowledge, judgement and organisational skills acquired through qualifications and previous work experience.
- May undertake more complex operational work including the planning and co-ordination of activities within their own areas of responsibility.
- May assist in a range of functions and/or contribute to interpretation of matters for which there are no clearly defined practices or procedures.
- May assist in the preparation and delivery of in-service training to other staff.

## Required Skills and Personal Attributes

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To be successful in this role, all Mental Health Workers will be required to:

- Be proficient with technology and have a workable knowledge of databases.
- Obtain working knowledge of all Flourish Australia programs.
- Think creatively to solve problems and be people focused and work in partnership.
- Have advanced working knowledge of person led recovery-oriented practice.
- Have excellent interpersonal skills, be non-judgmental, be fair, patient, have willingness to listen, and display empathy.
- Value diversity and be respectful at all times.
- 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.
- Commitment to punctuality and attendance to the service.
- Apply recovery knowledge in role practices.
- Implement strategies to maintain personal wellness and request support (as required).

## Key Selection Criteria

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*"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."*

1. Relevant qualifications and experience as provided in the next section.
2. A strong commitment and advanced understanding of recovery-based practice in the workplace.

3. Good knowledge of the local area and its health services and other community services.
4. A good understanding of the challenges faced by people with a lived experience of a mental health issue.
5. Good knowledge Microsoft Office and expert knowledge of data information management systems.
6. Maintain a current Australian Driver's Licence.
7. A current First Aid Certificate is highly desirable for this position.

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).

## Qualifications and Experience

Mental Health Workers classified at this level will (as recognised by Flourish Australia) have obtained:

- A relevant 4-year degree in behavioural sciences or human services with 1-years experience; **or**
- A relevant 3-year degree in behavioural sciences or human services with 2-years experience; **or**
- A relevant associate diploma with relevant experience; **or**
- A relevant certificate qualification with substantial relevant experience in mental health attained through previous appointments.

## Agreement

I, \_\_\_\_\_, have read and understand my obligations as a Mental Health Worker Level 4 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.

## Mental Health Worker

Name		
Signature		Date:

***Nb: A signed copy of this position description must be returned to Human Resources.***