



Where mental wellbeing thrives

Position Description Support Worker

"Where mental wellbeing thrives"

Position details

Position Title:	Support Worker
Position Level:	Level 2
Agreement:	Flourish Australia Enterprise Agreement 2018
Hours of Work:	In accordance with employment contract (On-call and weekend work may also be required)

Position summary

Support Workers support people accessing our services to participate in their activities of choice as stipulated in goal plans that are already established by key workers. This may involve assisting people to prepare and cook meals, accompanying people on agreed routine outings such as socialization or recreational activities, or supporting people to live independently in their homes.

The Support Worker position with Flourish Australia is an entry level position suitable for people who have some experience in mental health and want to work towards developing their career as a Peer Worker or Mental Health Worker.

Key relationships

Reports to:	Manager, and/or more senior workers
Internal:	Key workers
Direct reports:	Nil

Key accountabilities

1. Effectively model hope, mental wellbeing and recovery.
2. Constantly self-reflect on work practices.
3. Abide by Flourish Australia's policies and procedures.
4. Effectively support the people who access our service to build on their own hope.
5. Ensure all aspects of service delivery are provided in consultation with the key worker, the person accessing Flourish Australia's service and within a recovery and social citizenship framework.
6. Ensure required administration, such as maintaining current records of service provided in the CIMS database, occurs within 24-hours of providing support to a person.
7. Be "hands on" in providing direct 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:
 - Supporting the person to maintain their home environment
 - Supporting the person to develop activities of daily living (cooking, shopping, cleaning, hygiene etc.)
 - Accompanying the person when accessing social and leisure activities in order to build confidence and independence
 - Supporting people to maintain and/or improve their physical health care needs.
8. Work within contractual requirements, including in accordance with NDIS and other program guidelines.
9. Work collaboratively with all key stakeholders.

Key challenges

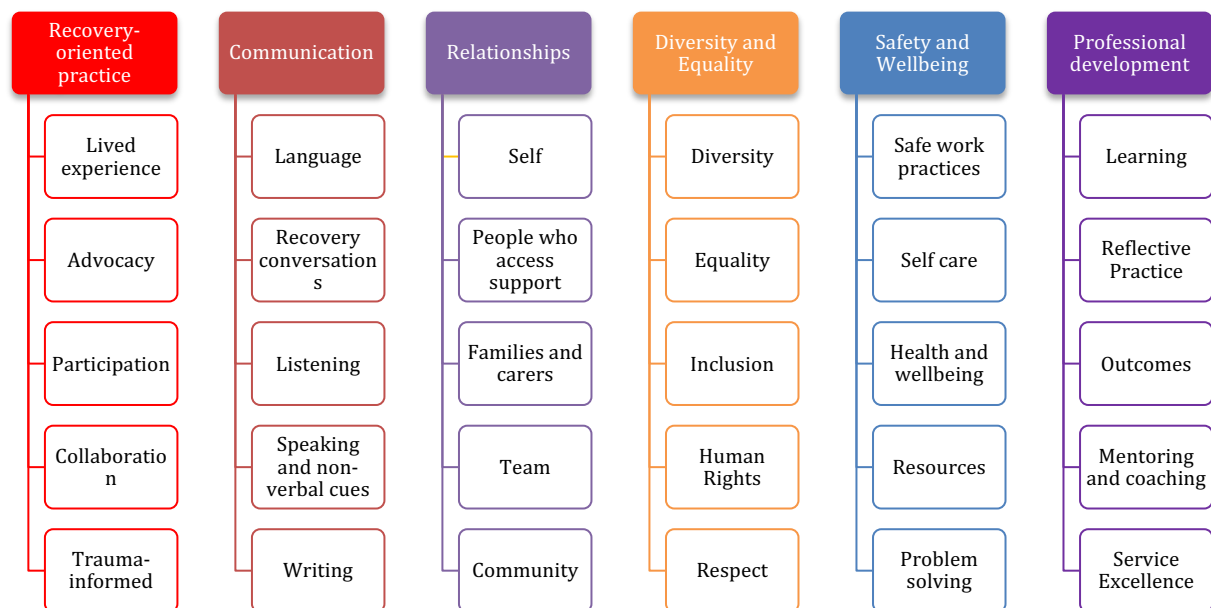
1. Utilising responsible strategies to maintain and continue to build on personal wellbeing whilst working in challenging and complex situations.
2. Managing the expectations of people who access our services, staff and partner organisations, and always maintaining personal and professional boundaries.
3. Completing the relevant Certificate IV (Peer Work or Non-Clinical Mental Health Work).

Organisational accountabilities

1. Abide by all Flourish Australia procedures and policies.
2. Actively ensure the health, safety and wellbeing of oneself and others at work in accordance with delegated authority and in accordance with the Work Health and Safety Act 2011.
3. 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.
4. Be responsible for engaging in discussion about, and helping to create and sustain a culture of, continuous quality improvement.
5. Actively promote a 'no wrong door' approach.
6. Identify possible organisational risks and adhere to the Risk Management Framework.
7. Support and promote the vision, mission, and values of Flourish Australia.
8. Work with integrity and within the ethos and value systems of Flourish Australia.
9. Commit to the detection and prevention of fraud.
10. Value diversity and be respectful at all times.

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. Support Workers at this level are also required to work towards meeting the capabilities of Domain 7: "Peer Work" or "Mental Health Work", whichever the chosen career pathway.

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">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 Frequent 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 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. Commenced or committed to completing a Certificate IV in Peer Work or Non-Clinical Mental Health Work.
2. Demonstrated interest in supporting people with a mental health issue in the community.
3. A strong commitment to, and emerging knowledge of, recovery-based practice in the workplace.
4. Demonstrated alignment to Flourish Australia's values.
5. Basic computer literacy and knowledge of data information management systems.
6. Maintaining a current Australian Driver's Licence (depending on program requirements).

Desirable:

1. A personal lived experience of a mental health issue and recovery. (this is essential if you elect the peer work career pathway)
2. A current First Aid Certificate.
3. Emerging knowledge of the local area and available community supports.

All appointments are subject to previous employment reference checks, Working With Children Checks, 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 Worker 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.

Name		
Signature		Date:

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