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| **POSITION DESCRIPTION** | |
| **Position Title:** | Support Worker, Family - Mental Health |
| **Service/Facility/Department:** | Mental Health & Wellbeing |
| **Direct Reports:** | Nil |
| **Key Relationships:** | **Internal:** Anglicare managers, coordinators and team members, MHW teams |
| **External:** Funders; community organisations, Government departments; Schools and Early Education providers; clients and families |

**Position Statement / Overall Purpose**

The overall purpose of the Support Worker, Family - Mental Health is to provide early intervention and/or prevention services to children, young people and their families who are showing early signs of, or are at risk of, developing mental illness, through the provision of supportive case management, group work and advocacy.

The Support Worker, Family - Mental Health will work in accordance with the values of Anglicare Southern Queensland (Anglicare) and support core business by providing service, guidance and advice within this position’s specialty area.

**Position Specific Credentials, Qualifications and Other Requirements**

* Current National Police Certficate
* Current Blue Card with Yellow Card Exemption
* Current Queensland Driver Licence and own reliable vehicle
* Diploma in Youth Support, Family Intervention, Mental Health or similar field
* Ability and willingness to work outside of regular hours and travel within the service region

**Key Selection Criteria**

* Previous experience in case management and delivering therapeutic support to children, young people and their families who are showing early signs of, or are at risk of developing, mental illness
* Background in development and delivery of group work programs for children and young people
* Demonstrated ability to work in a child-focused and whole of family framework
* Able to work within established processes and positively engage with clients in a supportive role
* Ability to maintain confidentiality and apply sensitivity, empathy and a non-judgemental approach
* Excellent verbal, written and interpersonal communication skills, including the ability to consult, advise and liaise effectively with a diverse range of people including Cultural and Linguistically Diverse and Aboriginal and Torres Strait Islander people
* Organisational and time management skills, able to meet conflicting priorities and deadlines
* Capacity to work independently, use initiative and also be an effective team member
* Intermediate level skills in Microsoft Suite and database applications

**Key Accountabilities and Responsibilities**

1. **Accountability: Service delivery**

***Provide case management and support services to children, youth, parents and families***

**Responsibilities:**

* Provide case management and therapeutic support to children, youth and families using solution-focused models of intervention within a child centered framework
* Conduct outcomes-based assessments; client risk assessments and safety planning
* Walk alongside clients to support them to develop goals and a case plan focusing on long term wellness
* Work with children, parents/carers and families to increase self-awareness and knowledge of issues that impact on relationships, parenting and mental health
* Facilitate skill development that will assist clients to achieve and sustain positive family functioning and mental wellbeing.
* Work in collaboration with statutory child protection agencies, Probation and Parole and other government and non-government agencies
* Provide current and accurate information resources and supported referral to clients
* Provide service in an outreach capacity i.e. at schools, home visits etc
* Maintain a minimum case load including accurate, timely and appropriate records and case notes

1. **Accountability: Group facilitation, education and program support**

***Plan, develop and implement group-based projects across the region.***

**Responsibilities:**

* Develop and implement programs that improve social skills, self-esteem, mental wellbeing and confidence of children and young people
* Work closely with Aboriginal and Torres Strait Islander Services, Cultural and linguistically Diverse Services, QLD Health and other key regional stakeholders to coordinate and participate in workshops, programs and information sessions
* Support families participating in activities; develop new resources as directed

1. **Accountability: Team contribution and continuous improvement**

***Contribute to a positive team environment and continuous improvement culture***

**Responsibilities:**

* Develop and maintain positive relationships within the team
* Participate in staff meetings; share information to improve work environment and outcomes
* Provide proactive and positive peer support to team members, where required.
* Contribute to ideas for improved ways of working and assist with the implementation of change
* Undertake professional development and regular training opportunities to ensure skills meet the requirements of the role
* Work towards continuous improvement of your own practice through self-reflection

**Other Duties and Requirements**

* Maintain confidentiality, including but not limited to information relating to residents, clients and employees of Anglicare and do not disclose information during or after employment
* Act in accordance with Anglicare’s Code of Conduct and the organisation’s policies and procedures.
* Ensure that credentials and qualifications set out in this Position Description are current at all times
* Undertake those tasks outlined on a duties list, or any other tasks delegated to you by your manager or supervisor, provided these requirements are safe, efficient, relevant, legal and within your abilities
* Undertake work practices in a safe manner and comply with work health and safety instructions, within relevant policies and procedures
* Undergo relevant evaluations and assessments, as requested by Anglicare, to ensure that the physical and functional requirements of the role can be met

**Delegation of Authority:**

* In accordance with the Anglicare Delegations of Authority Policy.