

## POSITION DESCRIPTION

### Health and Wellbeing Worker

#### OVERVIEW

<b>Program:</b>	GreenLight Supportive Housing Program
<b>Reports to:</b>	Program Coordinator
<b>Supervise:</b>	Nil
<b>Date of Last Review:</b>	May 2022
<b>Classification:</b>	Social and Community Services Employee Level 5 Sacred Heart Mission Enterprise Agreement 2018 or subsequent Agreements
<b>Victorian Portable Long Service Benefits Scheme:</b>	This role has been deemed eligible to participate in Scheme

#### ORGANISATION CONTEXT

Sacred Heart Mission (SHM) works with people whose capacity to participate fully in community life is affected by deep, persistent disadvantage and social exclusion. Since opening our doors in 1982, the Mission has been providing a range of innovative, relationship-based service responses which enable people to overcome disadvantage and realise their full potential. As a trauma informed organisation, our shared recognition of the impact of trauma informs and guides all our interactions with the people who access our services.

SHM is an Equal Opportunity Employer and an Environmental Sustainability driven organisation. We provide equal employment opportunities to all employees without regard to race, colour, religion, gender, national origin, age or disability. We ensure staff and volunteers operate from fit for purpose facilities that adopt green building design and practices.

SHM has a number of staff committees across the organisation committed to championing best practice in these areas. Our EEO groups lead by example to break down the barriers to inclusion and to foster a diverse workplace where people are free from discrimination and disadvantage and are treated with respect and dignity. Our Green team has set targets for developing SHM's environmental profile as a sustainable organisation and as a leader in the sector.

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## VISION

Our vision is of an inclusive, fair and compassionate community, which enables people to overcome disadvantage and realise their full potential.

## MISSION

Our mission is to build people's capacity to participate more fully in community life, by addressing the underlying causes of deep, persistent disadvantage and social exclusion.

### We do this by:

- Ensuring access to the necessities of food, clothing, housing, health care and specialised services.
- Listening, understanding and responding to people in a holistic, caring, and respectful way, so they can take control of their lives.
- Delivering accessible, responsive, evidence informed and innovative services.
- Welcoming people in the spirit of social justice, co-operation and partnership to create better communities.
- Engaging sector partners, researchers, philanthropy, business, government and the broader community, to contribute their time, expertise and resources.

## PROGRAM INFORMATION

Sacred Heart Mission (SHM), VincentCare Victoria (VC) and the Salvation Army (SA) deliver the exciting and innovative new multidisciplinary GreenLight Supportive Housing Program.

GreenLight Program work with people making the transition from chronic homelessness and rough sleeping to placement in longer term housing to address their unique experience of homelessness and the individual health and wellbeing factors to maintain their housing. The key outcome is stable housing for people and no return to homelessness.

The Greenlight Supportive Housing Program provide tailored brief intervention, floating support, and case management and service coordination services through a multi-disciplinary team, including supportive housing workers, health and wellbeing workers, and peer support settlement workers to people across the inner Melbourne area with a focus on assisting people to stay housed. GreenLight operates as a program team across the inner Melbourne area, with sub-teams employed by VC, SA, and SHM. GreenLight is funded through the Victorian State Government's *Victorian Rough Sleeper Action Plan*.

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## PURPOSE OF THE POSITION

The role is one of two Health and Wellbeing Worker/s roles in the GreenLight program. The role will be located on GreenLight teams based across the inner Melbourne area by SHM, VC, and SA and will use assertive engagement and outreach as the primary service delivery mode.

Client support - The role will provide recovery focused client support including assessment, care coordination support, linkages with appropriate external long-term services.

Team Support – The role provides team support such as team consultation & training, and systems navigation as part of a multi-disciplinary team working with people in housing who have experienced primary homelessness.

The role will provide health and wellbeing support and expertise in areas such as mental health, AOD, general health and NDIS to the GreenLight Program staff and clients through the provision of: primary consultation, staff training and capacity building, and systems navigation, and lead for service coordination in relation to multi-agency mental health response/ services.

## KEY RESPONSIBILITIES

Accountability	Major Activities
<b>Staff and Service Supports</b>	<ul style="list-style-type: none"> <li>▪ Responsible for coordinating, facilitating and integrating health and wellbeing support, care and support, which is tailored to meet the specific needs of GreenLight clients, with the GreenLight Program team/s.</li> <li>▪ Provide brief intervention, safety assessment and crisis management as required.</li> <li>▪ Provide time limited case management and support coordination to clients in collaboration with GreenLight Case Managers.</li> <li>▪ Liaise with and review care coordination plans with clients, families/ carers, key stakeholders, and other members of the GreenLight multi-disciplinary team to support recovery.</li> <li>▪ Provide consultation, advice, and tailored training on advanced clinical interventions to GreenLight team members.</li> </ul>

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	<ul style="list-style-type: none"> <li>Develop and implement new processes as practices that support the GreenLight service model.</li> </ul>
<b>Organisational Participation</b>	<ul style="list-style-type: none"> <li>Contribute to the implementation of the Mission's Strategic Plan.</li> <li>Attend and participate in team meetings, cross GreenLight Program service planning days and SHM all staff meetings</li> <li>Demonstrate commitment to continuous quality improvement to enhance systems and procedures in the operations of GreenLight.</li> </ul>
<b>Sector Participation</b>	<ul style="list-style-type: none"> <li>Develop and foster partnership with key mental health/AOD/NDIS/health service providers.</li> <li>Develop and foster positive relationships with local services and agencies.</li> <li>Attend relevant network meetings as agreed with Program &amp; Partnership Manager.</li> </ul>
<b>Professional Development</b>	<ul style="list-style-type: none"> <li>Participate in regular supervision, clinical supervision, yearly professional development, and review meetings and regularly monitor individual training and development plan with line manager.</li> <li>Attend regular practice reflection and contribute to a practice culture that is open, honest, and reflective.</li> </ul>
<b>Relationship Management</b>	<ul style="list-style-type: none"> <li>Foster and maintain positive relationships with SHM Staff and GreenLight program partners.</li> <li>Work collaboratively and in partnership with the GreenLight Program &amp; Partnership Managers, and GreenLight Team leaders/ Senior Workers, and teams.</li> </ul>
<b>OH&amp;S</b>	Exercise a duty of care to work safely, taking reasonable care to protect your own health and safety and that of your fellow workers, volunteers and clients including following safe working procedures and instructions.
<b>RISK</b>	All SHM staff are responsible for considering, identifying and addressing risk (the effect of uncertainty on objectives) whether positive (opportunities) and/or negative (threats).
<b>CQI (Continuous Quality Improvement)</b>	All SHM staff are responsible for identifying areas of the strategic plan that 'add value', and for implementing and monitoring CQI initiatives.

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	Staff are open to new ways of doing things, respond to challenges with innovative ideas and solutions and promote a continuous quality improvement culture.
<b>TIC (Trauma Informed Care)</b>	All SHM staff are responsible for engaging in learning and development to integrate their understanding of and responsiveness to the impact of trauma within their work including active participation in the supervision and performance development process.

## MANDATORY REQUIREMENTS

- A current Criminal Records Check
- A current Victorian Working with Children Assessment Notice
- Valid driver's license to drive in Australia
- Current First Aid Certificates: HLTAID001 Provide Cardiopulmonary Resuscitation & HLTAID003 Provide First Aid
- Current Covid-19 vaccination certificate

## QUALIFICATIONS

- A recognised Social Work/Psychology/Occupational Therapy degree or similar which includes relevant professionalisation as applicable

## KEY SELECTION CRITERIA

- Demonstrated experience working within mental health/AOD/general health/disability (including NDIS) including knowledge of the community resources available to support the mental health/AOD/health recovery of clients in the community.
- Understanding of the concepts and principles of mental health/AOD recovery, trauma informed care, and using a collaborative person-centred approach with clients, teams, and stakeholders including families/carers.
- Knowledge of/and understanding of trauma and homelessness.
- Knowledge of/and understanding of the Victorian Mental Health Act and other relevant policies relating to health.
- Demonstrated experience in assessing, coordinating, facilitating, and integrating mental health/AOD/health support.
- Able to liaise and effectively communicate with a wide range of stakeholders including the ability to consult, liaise and negotiate with clients, carers, family members, general community, and other professionals.
- Well-developed computer skills and capability to use electronic client management systems

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- Managing Oneself: Manages and cares for self to maintain resilience and support when working within a challenging operating environment
- Strong alignment to SHM Values

***POSITION DESCRIPTION SHOULD BE REVIEWED ANNUALLY OR WHEN POSITION CHANGES***

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