

POSITION DESCRIPTION

Health and Wellbeing Worker

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

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*.

HEALTH AND WELLBEING WORKER	Document Status:	Final	Page:	Page 1 of 5
	Date Updated:	June 2022	Author:	Supportive Housing Programs Manager
	Review Date:	June 2023	Owner:	People and Culture

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
Staff and Service Supports	<ul style="list-style-type: none">▪ 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.▪ Provide brief intervention, safety assessment and crisis management as required.▪ Provide time limited case management and support coordination to clients in collaboration with GreenLight Case Managers.▪ 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.▪ Provide consultation, advice, and tailored training on advanced clinical interventions to GreenLight team members.▪ Develop and implement new processes as practices that support the GreenLight service model.
Organisational Participation	<ul style="list-style-type: none">▪ Contribute to the implementation of the Mission's Strategic Plan.

HEALTH AND WELLBEING WORKER	Document Status:	Final	Page:	Page 2 of 5
	Date Updated:	June 2022	Author:	Supportive Housing Programs Manager
	Review Date:	June 2023	Owner:	People and Culture

	<ul style="list-style-type: none"> ▪ Attend and participate in team meetings, cross GreenLight Program service planning days and SHM all staff meetings ▪ Demonstrate commitment to continuous quality improvement to enhance systems and procedures in the operations of GreenLight.
Sector Participation	<ul style="list-style-type: none"> ▪ Develop and foster partnership with key mental health/AOD/NDIS/health service providers. ▪ Develop and foster positive relationships with local services and agencies. ▪ Attend relevant network meetings as agreed with Program & Partnership Manager.
Relationship Management	<ul style="list-style-type: none"> ▪ Foster and maintain positive relationships with SHM Staff and GreenLight program partners. ▪ Work collaboratively and in partnership with the GreenLight Program & Partnership Managers, and GreenLight Team leaders/ Senior Workers, and teams.
Professional Development	<ul style="list-style-type: none"> ▪ Attend and participate in regular supervision sessions ▪ Undertake all mandatory and core training in a timely manner ▪ Participate in annual professional development and review (PDR) process and take responsibility for own training and development plan in collaboration with direct supervisor.
Health & Safety	SHM staff are responsible for taking reasonable care of their own health and safety and others in the workplace and are required to comply with relevant policies, procedures, and instructions
RISK	All SHM staff are responsible for considering, identifying and addressing risk in accordance with the responsibilities of their position.
CQI (Continuous Quality Improvement)	All SHM staff are encouraged to identify quality improvement opportunities and are responsible for implementing and monitoring CQI initiatives in accordance with the responsibilities of their position.
TIC (Trauma Informed Care)	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.

MANDATORY REQUIREMENTS

- A current Criminal Records Check
- A current Victorian Working with Children Assessment Notice

HEALTH AND WELLBEING WORKER	Document Status:	Final	Page:	Page 3 of 5
	Date Updated:	June 2022	Author:	Supportive Housing Programs Manager
	Review Date:	June 2023	Owner:	People and Culture

- International Police Checks for staff who have lived outside Australia for more than 12 months within the last 10 years
- 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
- Managing Oneself: Manages and cares for self to maintain resilience and support when working within a challenging operating environment
- Strong alignment to SHM Values

VISION, MISSION AND VALUES

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

HEALTH AND WELLBEING WORKER	Document Status:	Final	Page:	Page 4 of 5
	Date Updated:	June 2022	Author:	Supportive Housing Programs Manager
	Review Date:	June 2023	Owner:	People and Culture

- **Welcome** – we welcome and actively engage people in order to build relationships based on respect and trust.
- **Community** - we enable people to feel supported by and connected to the broader community.
- **Challenge** - we challenge the unjust social and economic structures that cause disadvantage, social exclusion, and homelessness.
- **Accountability** - we measure the impact of our work so that we can develop the evidence to address deep, persistent disadvantage and social exclusion.
- **Innovation** - we ensure that our services remain contemporary, creative, responsive, and effective.

POSITION DESCRIPTION SHOULD BE REVIEWED ANNUALLY OR WHEN POSITION CHANGES

HEALTH AND WELLBEING WORKER	Document Status:	Final	Page:	Page 5 of 5
	Date Updated:	June 2022	Author:	Supportive Housing Programs Manager
	Review Date:	June 2023	Owner:	People and Culture