



POSITION DESCRIPTION

Positive Behaviour Support Specialist

1. POSITION TITLE Mental Health Support Worker	2. ORGANISATION LOCATION Taree	3. PERFORMANCE MANAGER Taree Area Manager
4. POSITION CATEGORY SCHADS Award	5. CLASSIFICATION Level 4 Pay Point 1	6. POSITION STATUS Temporary Part time
7. POSITION SUMMARY <p>The Mental Health Support worker is responsible for providing varying types of support for participants funded through the PHN commissioned Continuity of Support (COS) program. By developing a professional relationship with participants, the Support worker gains an understanding of the participants needs, goals and aspirations, by providing psychosocial assessment, care planning and flexible support that is adaptive to meet the participants individual needs and goals.</p> <p>The Support worker will assist the participant to build their ability and skills in managing their mental illness, improve their relationships with family and others, and increase social and economic participation. A strength based and recovery-oriented approach underpins all service delivery. The Support worker will assist participants to re-apply for supports under the NDIS if there is a significant change to their support needs.</p> <p>The Support worker will work in collaboration with other CatholicCare staff, and in collaboration with the participants care team to form a multiagency care plan. The Support worker will develop and utilise collaborative working relationships and/or partnerships with relevant organisations at the local level, including Aboriginal and Torres Strait Islander health organisations, Local Hospital Networks and other services to link with and provide complementary mental health services in the region.</p>		
8. PERSONAL ATTRIBUTES / SELECTION CRITERIA <ul style="list-style-type: none"> • Demonstrated experience working with people living with mental illness • A sound understanding of person-centred planning and supports for people living with mental illness • Working knowledge of the NDIS • Demonstrated support worker skills and experience, including group facilitation experience • Comprehensive knowledge of relevant legislation, including the Mental Health Act and national Mental Health Standards and National Disability Standards • Excellent written and verbal communication skills • Collaborates with other clinical team members and gives guidance regarding behaviour support components while considering possible medical, psychological, psychiatric, or environmental causes. • Maintains fair and equitable relationships with all people we support. • High level interpersonal skills and ability to build rapport with people with disabilities, their families and staff. • A commitment to working flexibly in response to individual needs and priorities of the people we support • Demonstrated ability to work effectively with team members and supervisors • Understanding and commitment to WHS principles and guidelines 		

9. QUALIFICATIONS/LICENCES

MANDATORY

- Relevant tertiary qualifications in Social Work, Psychology, Social Science, and/or Cert IV in mental health and/or alcohol and other drugs and/or mental health (peer work) and or Cert IV in Community Services.
- Current Driver Licence
- Criminal Record Check
- WWCC
- Cultural competency when working with Aboriginal and/or Torres Strait Islander people

DESIRED / OPTIONAL

- Suicide prevention training, QPR and/or ASSIST

10. ORGANISATIONAL ENVIRONMENT

CatholicCare Social Services Hunter- Manning is a not for profit organisation and a mission and outreach agency of the Catholic Diocese of Maitland-Newcastle. Our services include; child and family services, disability support, mental health services, counselling and refugee services. CatholicCare currently operates across six sites in the Hunter-Manning and we are committed to delivering services in line with our three pillars of Unity, Quality and Sustainability

11. MISSION - VISION - VALUES

Our Mission...

CatholicCare Hunter Manning listens and responds by working together with communities to build a stronger, fairer and kinder society that values children, young people, families and individuals. Through Christ's mission we seek to provide opportunities for people to 'have life and have it to the full'.

Our Vision...

For inclusive, just and strong communities. We nurture, respect and encourage strong relationships where the individuality and strengths of each person are respected, valued and celebrated.

Our Values...

Respect – we show consideration for all and recognise each other's differences.

Justice – we believe in and actively seek and encourage equality for all

Connection – we are committed to developing and enhancing meaningful relationships with our communities including agencies of the Catholic Diocese of Maitland-Newcastle, funding bodies and like-minded organisations that uphold a commitment to assisting the vulnerable.

Collaboration – we encourage teamwork that achieves tangible outcomes through open communication, lateral thinking and positive reinforcement.

Innovation – we anticipate change, and proactively ensure our service delivery is at the forefront of industry standards.

12. Key Performance Area	Key Tasks	Performance Indicators
1. Support Work	<ul style="list-style-type: none"> • Conduct and monitor intake, and assessments and exits from the COS program. • Ensure people living with mental illness are actively involved in the 	<ul style="list-style-type: none"> • Initial assessments, intake and exits are completed and documented in a timely manner. • Multiagency care plan to be reviewed quarterly and following any significant events in the life of the client which may affect their

Diocese of Maitland-Newcastle	HR-DC-FO-07 Position Description Mental Health Support Worker	Page 2 of 6
Issue Date : 26 th May 2020	Review Date: 30 th June 2021	Document Owner: Human Resources Manager
Related Policy	Recruitment & Selection Policy	Related Procedure Recruitment & Selection Procedure

	<p>development of their individual recovery plan and the plan remains current.</p> <ul style="list-style-type: none"> • Work with participants care team to form part of a multiagency care plan. • Encourage participant to re-apply for support under the NDIS. • Complete case notes in CTARS. • MDS and Folio reporting data entry. • Ensure the relevant mental health legislation is adhered to • Ensure Quality Assurance policy and procedure are followed • 	<p>support needs.</p> <ul style="list-style-type: none"> • Case notes completed daily in CTARS. • Liaise with NDIS project Officer to complete NDIS applications. • Weekly data entry into MDS. • Quarterly Folio report completion. • Legislation is adhered to and practice documented. • Policy and procedures have been followed to ensure that the service environment is safe and secure, and person centred.
<p>2. Group work</p>	<ul style="list-style-type: none"> • Facilitate socially based capacity building activities, based on the different needs and care of participants. Activities will be age appropriate, link with peers to support positive mentoring opportunities, empower the participant and positively impact the social, emotional and spiritual wellbeing of the person and their participation in communities by engaging in: • Informal group activities with individuals with greater psychosocial functional impairment, informal, short in duration, and involve simple activities. • Structured group activities will be provided for Participants with higher functioning levels. More structured with more complex activities of longer duration. Activities will include SMART goals that empower the Participant to participate positively in social and community interactions while aligning 	<ul style="list-style-type: none"> • A minimum of one hour per fortnight per client. • Case notes completed daily in CTARS. • Weekly data entry into MDS. • Quarterly Folio report completion.

	<p>with the expected outcomes of the program.</p> <ul style="list-style-type: none"> • Complete case notes in CTARS. • MDS and Folio reporting data entry. 	
3. Work, Health and Safety	<ul style="list-style-type: none"> • Be aware of our WHS Management System policies and employee responsibilities in relation to WHS legislation. • Participate in WHS training as required. 	<ul style="list-style-type: none"> • Has demonstrated knowledge on WH&S requirements, policies and service needs.
4. Confidentiality	<ul style="list-style-type: none"> • Maintain absolute confidentiality at all times in relation to the participants and the operation of the service. 	<ul style="list-style-type: none"> • Confidentiality is maintained in regard to participants, staff and service operations.

13. KEY RELATIONSHIPS & COMMUNICATIONS

RELATIONSHIP	PURPOSE & FREQUENCY
1. General Operations Manager	Key issues reporting as required
2. Operations Manager Earlier Intervention Services	Key issues reporting as required
2. Taree Area Manager	Daily for issues that arise – supporting and reporting, Monthly Supervision
3. NDIS Project Officer	NDIS application completion
4. Other Stakeholders	As required for successful coordination, referral and communication
4. PHN	Quarterly funding review
6. Office Manager/Admin	Signing on and off; stationery and consumable purchases; WH & S

14. SIGNIFICANT CHALLENGES

What?	Why?
1. Working with individuals living with mental health issues and vulnerable families can be challenging	<ul style="list-style-type: none"> • Vulnerable people often present with a wide range of complex issues. It can be a challenge to engage vulnerable people in the case management planning process
2. Understanding professional responsibilities and expectations of our role in supporting vulnerable people appropriately	<ul style="list-style-type: none"> • It can be tempting to drive support and to attempt to resolve all issues for vulnerable people. However, this is not our role. Our intention is to develop a partnership with people which will provide them with the opportunity to make their own choices
3. Understanding and implementing a strengths-based client centred philosophy or work practice	<ul style="list-style-type: none"> • For client centred philosophy to be effective strong emotional boundaries and professional practice is essential. Vulnerable people need to be given the opportunity to control their own consequences in order to promote personal growth ultimately leading to personal empowerment

Diocese of Maitland-Newcastle	HR-DC-FO-07 Position Description Mental Health Support Worker	Page 4 of 6
Issue Date : 26 th May 2020	Review Date: 30 th June 2021	Document Owner: Human Resources Manager
Related Policy	Recruitment & Selection Policy	Related Procedure Recruitment & Selection Procedure

15. EMPLOYMENT CONDITIONS

All CatholicCare employees are required to participate in performance management, in accordance with our policies and procedures.

In line with our values, all CatholicCare employees are offered appropriate education and development opportunities, some of which may require compulsory attendance.

16. LEGISLATION & CATHOLICCARE POLICY

Staff must:

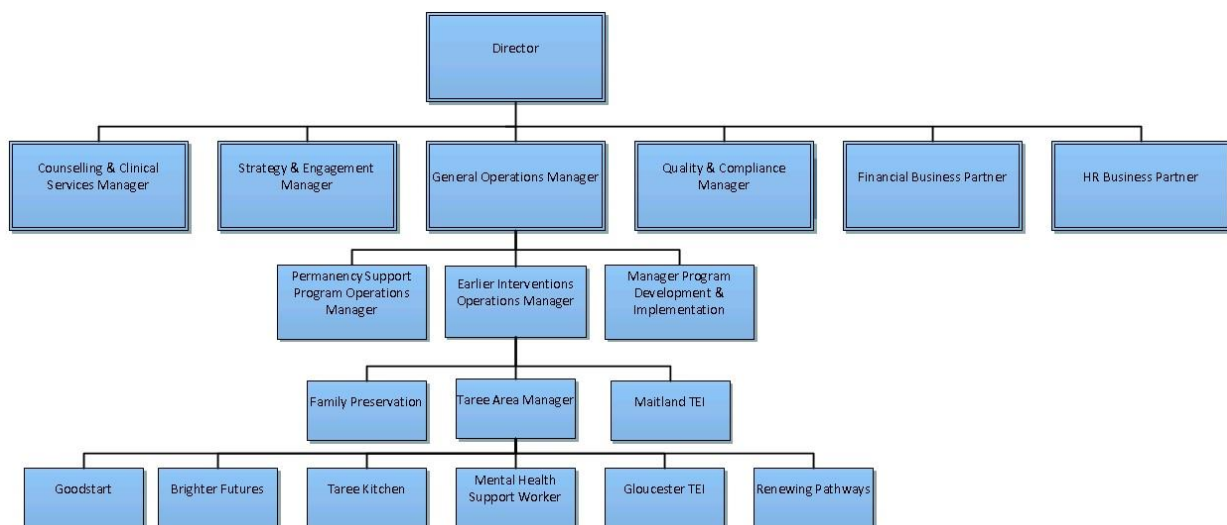
- Abide by the laws of the Commonwealth of Australia and NSW and the policies of CatholicCare. Any criminal or civil action taken against the occupant must be reported immediately to the Director/HR Manager;
- take reasonable action to familiarise himself / herself with CatholicCare policies and procedures., and compliance with WH&S laws and regulations;
- not take advantage of their role in CatholicCare for personal gain;
- take responsibility for their personal safety and the wellbeing of other employees, clients, contractors and other visitors to CatholicCare; and,
- Only make decisions within their delegated responsibilities.

17. EXPECTED EMPLOYEE BEHAVIOUR

Employees must:

- Display a commitment to the Mission, Vision & Values of CatholicCare
- Display respect for themselves and their colleagues
- Have a commitment to teamwork and contribute to the team and organisational performance by seeking ways to continually improve
- Interact with residents/clients in a correct manner
- Attend staff meetings and compulsory education when required
- Maintain confidentiality and exercise discretion in relation to all CatholicCare matters and personal information concerning colleagues and residents / clients.

18. ORGANISATIONAL CHART - Main functional links (unbroken) and main relational links (dotted)



P.D Last Reviewed 26/05/2020

Next Review is due on 30/06/2021

Diocese of Maitland-Newcastle	HR-DC-FO-07 Position Description Mental Health Support Worker	Page 5 of 6
Issue Date : 26 th May 2020	Review Date: 30 th June 2021	Document Owner: Human Resources Manager
Related Policy	Recruitment & Selection Policy	Related Procedure Recruitment & Selection Procedure

I have read, understand and agree to the content of this position description.

Signature.....

Print Name.....

Date...../...../.....

Diocese of Maitland-Newcastle	HR-DC-FO-07 Position Description Mental Health Support Worker	Page 6 of 6
Issue Date : 26 th May 2020	Review Date: 30 th June 2021	Document Owner: Human Resources Manager
Related Policy	Recruitment & Selection Policy	Related Procedure Recruitment & Selection Procedure