



## POSITION DESCRIPTION

<b>Title:</b>	Mental Health Recovery Worker
<b>Business Unit:</b>	Community Mental Health
<b>Location:</b>	Uniting Wimmera, 185 Baillie St, Horsham
<b>Employment Type:</b>	0.8 EFT
<b>Reports to:</b>	Program Leader Community Mental Health

### ABOUT UNITING

Uniting works alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

Uniting is the services and advocacy arm of the Uniting Church. We've been supporting people and families for over 100 years. We are 7000 skilled, passionate and creative people providing over 770 programs and services.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we celebrate our diversity and welcome all people regardless of ethnicity, faith, sexual orientation and gender identity. We acknowledge Aboriginal and Torres Strait Islanders as Australia's First Peoples and as the traditional owners and custodians of the land on which we work.

**Our purpose:** To inspire people, enliven communities and confront injustice

**Our values:** We are imaginative, respectful, compassionate and bold

### POSITION PURPOSE

The Mental Health Recovery Worker will work as part of a Mental Health Team providing support and advocacy to people with a mental health issue.

The position will provide an outcome focused time limited form of service delivery. Through individual program planning the position will support clients' lifestyle choices and assist clients to access community resources, enhance their everyday living skills and achieve their mental health and wellbeing goals.

The position will support clients as they navigate through the NDIS process and then provide specific supports according to the clients NDIS Mental Health goals.

### SCOPE

**Budget:** nil

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**People:** nil

**Relationships:**

Internal

- Community Mental Health Team

External:

- Area Mental Health Service Mental Health Team and other community services agencies.

## KEY RESPONSIBILITY AREAS

### Service delivery

- Work equitably with clients with respect for each individual's right to dignity, privacy, independence and respect.
- Assist clients to identify personal goals and develop an individual program plan outlining strategies to achieve these goals.
- Assist clients apply for the NDIS
- Assist clients identify their goals and prepare for NDIS planning meeting
- Support clients during their NDIS planning meetings
- Meet required KPI's for NDIS clients (including recording and meeting required billable hours, writing reports, maintaining a required level of direct client hours)
- Record, monitor and meet required billable hours for NDIS clients
- Develop service agreements for NDIS clients
- Conduct annual reviews for NDIS clients, write reports and make recommendations regarding support needs for following year
- Write clear, concise and accurate case notes in a timely manner and according to high professional standards
- Develop wellness plans and crisis/safety plans with clients
- Conduct initial assessments
- Write reports
- Develop trusting, positive and professional relationships with program participants and other service providers.
- Provide information to the clients and advocate when necessary to facilitate access to community services and facilities.
- Support clients in facilitating their own recovery from mental illness by enabling empowerment and choice and the promotion of personal resilience and social inclusion.
- Work collaboratively with other service providers when relevant, to ensure holistic service provision and to assist with achieving best client outcomes.
- Make referrals to other services when required.
- Facilitate clients through their selected pathway of recovery.
- Utilise the various recovery focused tools and strategies for one to one support with clients.
- Deliver the Mental Health Program within both a group and individual format.
- Conduct community or regional connection development activities that may include group presentations on mental health.
- Facilitate group activities
- Provide support in enhancing clients' skills of daily living.
- Liaise with carers, families and significant others involved in providing care, including specialist and generic agencies.
- Exercise responsibilities using judgement, skills and knowledge where procedures are not clearly defined.

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- Participate in relevant service networks and work in partnership with other agencies and funding bodies to continually improve and develop quality services.
- Actively participate in collaborative community education strategies to enhance community understanding of mental health services.
- Integrate the needs of recipients of mental health services into other services provided by Uniting.
- Cultivate proactive team spirit by supporting regular and systematic meetings and joint planning exercises.
- Cultivate team spirit by assisting with additional administration tasks as required
- Additional duties as requested by Program Leader and/or Manager

## Reporting and Administration

- Enter information on the client record system, ensuring clients have records and care plans that are up to date and meet quality standards, statutory, organisational and funding body requirements.
- Complete requests for statistical and other information in a timely and accurate manner.

## Continuous Quality Improvement

- Identify and adapt best practice benchmarking indicators in the delivery of services.
- Promote a continuous learning environment that responds to the needs of service users.
- Identify and assist in the solution to any communication and workflow problems observed by suggesting improvements and enhancements to existing systems and processes.
- Identify and participate in professional development that ensures the continuing high quality delivery of services.
- Actively participate in regular supervision and annual performance plan reviews.
- Assist with and support internal and external audit processes.
- Contribute to operational planning including long term planning to improve services and outcomes.
- Support desirable change initiatives aligning to Uniting's corporate direction.

## Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees, founding agency employees and external stakeholders in accordance with Uniting's values and professional standards of behavior.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to General Manager People and Culture.
- Attend mandatory training sessions (i.e. equal employment opportunity, health and safety) and mandatory training specific to position.

## PERSON SPECIFICATION

### Qualifications

- Minimum qualification of Certificate 4 in Mental Health and Certificate 4 in Alcohol and Other Drugs.

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- Social Work, OT, Counselling or equivalent qualifications highly desirable.

**Experience**

- Sound discipline knowledge, including the underlying principles of mental health recovery support, gained through experience, education and / or training.
- Knowledge of the statutory requirements related to community mental health support services.
- NDIS knowledge and understanding highly desirable.
- Experience highly desirable.

**Core selection criteria**

- **Values alignment:** ability to demonstrate and authentically promote Uniting’s values
- Proven reporting, time management and administrative skills.
- Demonstrated commitment to professional development.
- Excellent communication skills and interpersonal skills, demonstrated through examples of working successfully to gain the co-operation of colleagues and clients.
- Competent computer skills.
- An understanding of and commitment to the programs of Uniting.

**This position description is subject to review and may change in accordance with Uniting’s operational, service and customer requirements.**

<b>Employee</b>		<b>Manager Name:</b>	
<b>Name:</b>		<b>Title:</b>	
<b>Date:</b>		<b>Date:</b>	
<b>Signature:</b>		<b>Signature:</b>	

*As a 'child safe' organisation. employment with Uniting is subject to a satisfactory national (and international where relevant) police check and DWES Check and Working With Children Check (in Victoria) and/or Working With Vulnerable People Check (in Tasmania) prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.*