

Branch	Mental Health and Wellbeing
Award	Social, Community, Home Care and Disability Services Award (SCHCADS) – Level 4
Reports to	Clinical Manager
Supervisory responsibilities	Nil
Budget Management	Nil
Probationary period	6 months from date of appointment
Position description created	February 2024
Approved by	Senior Manager People and Culture
Review date	February 2025

## Our Values

- Integrity**     **Do what is right:** acting fairly, honestly, openly and consistently.
- Learning**     **Get better at what we do:** improving our knowledge and understanding.
- Inclusion**     **Everyone matters:** valuing diversity, connection, belonging and social justice for all.

In all our connections with staff, stakeholders and participants we acknowledge and recognise resilience, and we focus on potential and capacities, not on limitations or shortcomings.

## Our Behaviours

- We** problem-solve with our customers
- We** own our actions
- We** celebrate success
- We** turn challenges into opportunities
- We** treat everyone with dignity

## Position Purpose

The Service Delivery branch delivers high-quality person-centered services across the continuum of support in the focus areas of NDIS Local Area Coordination, Mental Health and Wellbeing, Housing and Homelessness and Children, Youth and Families.

The Mental Health and Wellbeing stream provides specialist support services to children, young people and adults in recovery-oriented approach to mental health concerns, suicide prevention, intervention and postvention, and alcohol and other drugs.

The Peer Support Worker is a part of a multidisciplinary team delivering high quality mental health intake, assessment, support and referral services for individuals who experience mental health issues. The role provides peer support interventions drawing on own lived experience and skills gained.

# Key Accountabilities

*A high-level description of the most critical and important aspects of the position*

- Provide timely and person-centred support to customers accessing our services using own lived experience, including provision of relevant information about the available services to them, their families, carers and community partners.
- Work closely with the clinical team to act as role model to assist customers determine needs and formulate care coordination plans for individuals with mild to severe mental health issues.
- Use lived experience to support people with engagement, intake and assessment, and referral pathways.
- Provide high quality person-centred individual and/or family brief interventions and/or case management that are strengths based, recovery-oriented and culturally responsive and in line with Social Futures Practice Framework.
- Collect and ensure integrity of data using relevant information systems to meet commissioning and outcome-based reporting requirements.
- Ensure all customer work requirements are completed in accordance with the relevant policies and procedures, including Quality Improvement requirements.
- Comply with procedures to ensure the effective reporting of quality, safety, and risk issues and provide regular reports to ensure reporting requirements are met.
- Participate in supervision activities including case reviews and case audits.
- Ensure relevant mandatory reporting requirements are met in line with legislative and policy requirements.
- Participate in planning processes within the Team, Stream or Branch, bringing consumer perspective to planning and delivering services.
- Provide feedback on enhancement to program services and delivery and identify opportunities for improvement.

# Key challenges

*Challenges regularly encountered in the position which describe the complexities the position is expected to manage*

- Implementation of services while managing competing priorities that support the Team / Branch's goals and objectives, within a demanding and complex service delivery environment
- Building the capacity of customers, families, carers and broader circles of support to generate options and implement solutions, and to access other services and supports within the broader service system and community.
- Responding effectively to customers who may present with varying levels of distress and managing own well-being.

# Key relationships

The key stakeholders and customers the position is expected to interact with routinely

Who	Why
<b>Internal</b>	
Manager	<ul style="list-style-type: none"> <li>Provide regular updates on key priorities and projects and receive guidance and direction.</li> <li>Identify emerging issues and risks.</li> <li>Report on performance against agreed measures.</li> </ul>
Team	<ul style="list-style-type: none"> <li>Contribute to the team's achievement of its key performance indicators</li> </ul>
<b>External</b>	
External customers and participants	<ul style="list-style-type: none"> <li>Facilitate relationships to ensure services meet expected service delivery standards</li> </ul>
Service delivery partners, community and government	<ul style="list-style-type: none"> <li>Facilitate collaborative networks and relationships to share ideas and learnings, maintain currency of issues and leverage intelligence.</li> </ul>

# Capabilities

Capabilities are the knowledge, skills and abilities required by Social Futures employees to perform their roles efficiently and effectively

Below is the full list of capabilities, and the level required, from the Social Futures Capability Framework. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities.

Capability Group	Capability Name	Level
<b>Personal Attributes</b>	<b>Display Resilience and Courage</b>	<b>Intermediate</b>
	Act with Integrity	Foundational
	<b>Manage Self</b>	<b>Intermediate</b>
	Value Diversity	Intermediate
<b>Relationships</b>	Communicate Effectively	Intermediate
	<b>Commit to Customer Service</b>	<b>Intermediate</b>
	Work Collaboratively	Foundational
	Influence and Negotiate	Intermediate
<b>Results</b>	Deliver Results	Intermediate
	<b>Plan and Prioritise</b>	<b>Intermediate</b>
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Intermediate
<b>Business Enablers</b>	Finance	Foundational
	Technology	Foundational
	Procurement and Contract Management	Foundational
	<b>Project Management</b>	<b>Intermediate</b>

# Focus capabilities

Capabilities which position incumbents must demonstrate immediate competence. Behavioural indicators should be reviewed in conjunction with the position's key accountabilities.

Group	Level	Behavioural Indicator
<b>Personal Attributes</b>  Display Courage and Resilience	Intermediate	<ul style="list-style-type: none"> <li>• Be flexible and adaptable and respond quickly when situations change</li> <li>• Offer own opinion and raise challenging issues</li> <li>• Listen when ideas are challenged and respond in a reasonable way</li> <li>• Work through challenges</li> <li>• Stay calm and focused in the face of challenging situations</li> </ul>
<b>Personal Attributes</b>  Manage Self	Intermediate	<ul style="list-style-type: none"> <li>• Adapt existing skills to new situations</li> <li>• Show commitment to achieving work goals</li> <li>• Show awareness of own strengths and areas for growth and develop and apply new skills</li> <li>• Seek feedback from colleagues and stakeholders</li> <li>• Maintain own motivation when tasks become difficult</li> </ul>
<b>Relationships</b>  Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> <li>• Support a culture of quality customer service in the organisation</li> <li>• Demonstrate a thorough knowledge of the services provided and relay to customers</li> <li>• Identify and respond quickly to customer needs</li> <li>• Consider customer service requirements and develop solutions to meet needs</li> <li>• Resolve complex customer issues and needs</li> <li>• Co-operate across work areas to improve outcomes for customers</li> </ul>
<b>Results</b>  Plan and Prioritise	Intermediate	<ul style="list-style-type: none"> <li>• Understand the team/unit objectives and align operational activities accordingly</li> <li>• Initiate, and develop team goals and plans and use feedback to inform future planning</li> <li>• Respond proactively to changing circumstances and adjust plans and schedules when necessary</li> <li>• Consider the implications of immediate and longer term organisational issues and how these might impact on the achievement of team/unit goals</li> <li>• Accommodate and respond with initiative to changing priorities and operating environments</li> </ul>
<b>Business Enablers</b>  Project Management	Intermediate	<ul style="list-style-type: none"> <li>• Perform basic research and analysis which others will use to inform project directions</li> <li>• Understand project goals, steps to be undertaken and expected outcomes</li> <li>• Prepare accurate documentation to support cost or resource estimates</li> <li>• Participate and contribute to reviews of progress, outcomes and future improvements</li> <li>• Identify and escalate any possible variance from project plans</li> </ul>

# Selection Criteria

*Comprises Essential Requirements and Knowledge, Skills and Abilities derived from the focus capabilities*

- Certificate IV in AOD, Mental Health or Peer Work, or Diploma Community Services.
- Ability to use personal lived experience of mental illness to positively support others on their recovery journey and willingness to share aspects of personal recovery experience. This provides a role model for recovery, support and understanding for other consumers.
- 2 years' experience working in a mental health setting.
- Extensive local knowledge of mental health services and skills in liaising, negotiating and advocating for the people we work with.
- Demonstrated understanding of the consumer movement and able to effectively challenge assumptions and promote recovery-oriented principles.
- Developed facilitation and coaching skills to support group programs for individuals, staff and families.
- Well-developed organisational, time management and administrative skills with the ability to plan, prioritise and meet deadlines.
- Demonstrated experience in maintaining professional boundaries while engaging in person-centred work.

*All positions will require current National Police, Working with Children Checks and COVID19 Vaccination as a condition of employment.*

# Inherent Requirements

*Physical and psychological work environment characteristics that are inherent requirements of the position*

Element	Key Activity	Frequency
<b>Work Environment</b>	Manage demanding and changing workloads and competing priorities	Daily
	Work in a team environment	Daily
	Work in different geographic locations	Regular
	Be exposed to all outdoor weather conditions	Rare
	Work office hours with the possibility of extended hours	Regular
	Work in an open plan office	Frequently
	Work in buildings which may have multiple stories	Daily
	Reasonably high levels of mobile phone use	Daily
<b>People Contact</b>	Sit at a computer or in meetings for extended periods	Daily
	Liaise with our team members'	Daily
	Liaise with government, non-government, businesses, and other community organisations	Frequently
<b>Administrative Tasks</b>	Liaise with clients/customers	Daily
	Undertake intensive administrative tasks, which include computer work, report writing, participating in meetings and concentrating for long periods of time	Daily
<b>Transport</b>	Use technology including photocopier, telephones, mobiles, televisions, electronic whiteboards	Daily
	Drive vehicles possibly over long distances and in all traffic and weather conditions	Regular
	Use public transport including trains, buses, air travel and taxis	Rare

Where possible Social Futures will make reasonable adjustments to enable individuals with disabilities to perform the inherent requirements of their position.

# Position Evaluation

*For People and Culture Team Use Only. All Social Futures positions are evaluated using a Position Evaluation System to determine position classification and salary.*

Element		
1	Planning of operations, projects, services or activities typically required of the position	Level C - Planning is necessary to coordinate activities and resources, which immediately affect the position over the next week
2	Freedom of the position to act (autonomy)	Level C– Decisions will either be guided by practices, procedures and precedent or will be made in consultation with the supervisor/overseer/team leader
3	Methods of analysis commonly used to solve problems and the level of innovation and creative thinking in the job	Level C – Problems are solved by reviewing a range of options and recommending the best alternative to the team leader/supervisor
4	The level of verbal communication skills required of the position	Level C - Respond to complex enquiries that require detailed and careful explanation
5	The level of written communication skills required of the position	Level B – Write standard correspondence following prescribed formats
6	Risk Consequence	Level D – Major
7	Minimum level of practical experience required of the position in addition to required qualifications	Level C – 2 years up to 3 years
8	Leadership and work coordination skills required of the position	Level B – Coordination of elements of work with other positions is required
9	Number of employees for whom the position is accountable	Level A – The position is not accountable for employees
10	Annual value and complexity of expenditure and accountability for budget implications required of the position	Level A1