

SOUTH BURNETT CTC INC POSITION DESCRIPTION

**POSITION TITLE: SUPPORT WORKER – MURGON
 PERSONAL HELPERS AND MENTORS (PHaMS) PROGRAM**

Position Type: Full Time – 38 hours per week
Program Coverage: Personal Helpers and Mentors Program
Location: 66 Macalister Street, Murgon
Reports To: PHaMS Team Leader/CTC Youth & Community Services Manager
Head Office Details: South Burnett CTC Inc, (CTC) 6 Cornish Street/PO Box 490, Kingaroy
Award Conditions: Social, Community, Home Care and Disability Services Industry Award 2010 (SCHCADS) - Community Services Worker – Level 3
<http://www.fwa.gov.au/index.cfm?pagename=awardsfind>

POSITION OBJECTIVE:

The PHaMs Support Worker is responsible for the provision of personal and mentored support for people experiencing mental illness to develop relationships and opportunities which will assist in building confidence, supporting recovery and reconnecting with the community.

RESPONSIBILITIES:

- Take reasonable care for personal health and safety in the workplace and that of others
- Provide case management to a case load of approximately 10 - 12 participants
- Assess clients through the Eligibility Screen Tool (EST)
- Develop Individual Recovery Plans that:
 - identify a participant's strengths, goals and aspirations
 - identify areas where support is needed by the participant
 - detail any planned activities that the participant wishes to undertake (including when and how they are to occur and who is responsible for arranging them)
 - record any referrals to other services
 - create a crisis/care plan as required
- Provide referrals/support and links to other services/agencies
- Maintain accurate records of client interactions, assessments, recovery plans and reviews
- Maintain confidentiality and privacy of client related issues and files
- Adhere to program guidelines and all relevant Government legislation including Mental Health Act, National Standards for Mental Health Services and Child Protection Laws
- Promote the program to other appropriate services/agencies through collaboration and networking
- Attend and participate in team meetings as required
- Contribute to the development and review of internal policies and procedures
- Promote mental health literacy within the program and broader community

PERFORMANCE OUTCOMES:

clients achieve improved lives

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- Professional relationships with team members and staff are developed and maintained
- All clients have an Individual Recovery Plan developed in a style appropriate to their needs that is reviewed and updated regularly to reflect changing requirements and progress
- Engagement with participants; providing direct and personalised assistance through outreach services, referring and linking with appropriate services, monitoring and reporting on progress

We inspire others (staff, client, community)

- Ongoing personal and professional development is demonstrated
- Clients are motivated and supported to work towards and achieve their goals

We have high sustainability

- Contributes to a safe workplace
- Strong external relationships result in effective interaction with local mental health and community service providers
- Positive relationships are built with referral agencies and referrals are received from these agencies
- Files, file notes, claim evidence are maintained and forms completed correctly in line with Department of Social Services documentary evidence guidelines and contractual requirements
- All required administration tasks are completed accurately and in a timely manner

CRITICAL CAPABILITIES:

1. Working relationships

- 1.1 Proactively creates a professional network and develops mutually beneficial relationships based on respect
- 1.2 Recognises different skill areas and levels of expertise and understands others
- 1.3 Participates effectively in networks and community meetings to advance organisational objectives
- 1.4 Works collaboratively with other organisations in formal and informal partnerships to achieve required outcomes
- 1.5 Maintains detailed understanding of current community issues and knowledge of relevant organisations

2. Professionalism

- 2.1 Adheres to and promotes the organisation's culture and code of conduct
- 2.2 Observes professional boundaries and standards and assists others with ethical dilemmas
- 2.3 Manages time and uses tools effectively to assist with planning and organising
- 2.4 Assists with resolution of others problems
- 2.5 Demonstrates initiative and enterprise and supports others to work more effectively

3. Communication

- 3.1 Advocates for others to advance their interests
- 3.2 Writes accurate, clear and informative reports and communications that meet the needs of their intended audience

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- 3.3 Articulates clear and respectful messages and information to others
- 3.4 Uses relevant facts to express clear and logical arguments and opinions in meetings and other forums
- 3.5 Demonstrates appropriate interpersonal skills, active listening, empathy, social awareness and emotional intelligence in verbal communications

4. Leadership and teamwork

- 4.1 Generates ideas for innovation and enhanced working practices to achieve organisational vision
- 4.2 Contributes to team plans and relates teamwork to strategic objectives
- 4.3 Offers constructive feedback and provides balanced and informed perspectives at team meetings
- 4.4 Recognises differences of opinion and works toward the resolution of team conflict
- 4.5 Builds team spirit and supports team members' development

5. Personal drive and integrity

- 5.1 Is prepared to be forthright and 'tell it like it is' (and not how people might like it to be)
- 5.2 Is prepared to ask for help and values advice from others
- 5.3 Remains focused on the objectives even in difficult circumstances
- 5.4 Maintains energy and willingly invests extra effort when required
- 5.5 Takes responsibility for own development and for managing self in a way which enables sustained performance

6. Service delivery

- 6.1 Demonstrates reflective and evidence based practice
- 6.2 Builds knowledge of client issues and requirements to improve practice
- 6.3 Provides clients with high quality service and appropriate referrals
- 6.4 Demonstrates cultural sensitivity and adjusts personal style in response to client differences
- 6.5 Respects client confidentiality

7. Administration and policy development

- 7.1 Participates in the review and development of policy and utilises policies and procedures to guide work practices
- 7.2 Contributes to program objectives, develops and implements simple work plans
- 7.3 Ensures clarity of understanding of required work, fulfils program responsibilities and achieves performance targets
- 7.4 Maintains awareness of contracts relating to own position and ensures that work fulfils contractual obligations
- 7.5 Utilises feedback from complaints to improve program and reviews own performance

8. Change and responsiveness

- 8.1 Supports change management and assists others to adapt and adjust to change
- 8.2 Works collaboratively with people from different disciplines and shares skills and knowledge
- 8.3 Generates and shares ideas and encourages others to reflect on activities and develop ideas for

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- innovation and improvement
- 8.4 Supports the use of new technology and develops skills to master new technologies
- 8.5 Maintains awareness of own skills and skill needs, actively works to address skills gaps and assists others to identify training needs

9. Governance and compliance

- 9.1 Contributes to team work plans and ensures that own work outcomes are achieved
- 9.2 Contributes to enhancement of quality practices and ensures that own work meets quality requirements
- 9.3 Contributes to identification and control of risks and hazards and takes advantage of emerging opportunities
- 9.4 Contributes to identification of OHS risks and hazards, and ensures safety in own work context
- 9.5 Is aware of relevant legislation and licensing requirements and ensures compliance in work practices

PERSONAL ATTRIBUTES:

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| <ul style="list-style-type: none"> • Creative and innovative • Positive • Analytical • Resilient • Culturally aware • Inclusive • Collaborative | <ul style="list-style-type: none"> • Determined • Self-disciplined • Flexible • Customer focused (internal and external) • Honest • Ethical • Supportive |
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LICENCING AND ADMINISTRATIVE REQUIREMENTS:

Please note that employment is subject to obtaining/holding all requirements listed below and that failure to comply may lead to termination of employment. These requirements must be maintained throughout the employment period.

- Queensland Driver's Licence
- Possession of, or willingness to obtain, Disability Services Positive Notice card
- Ability to meet and maintain any other current or future legislative benchmark requirements
- Ability to maintain a driver's licence without suspension and be transparent in reporting any past or future driving/traffic infringement notices that may impact on own suitability to transport clients

MANDATORY TRAINING:

- Nil identified

CORE COMPETENCIES:

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Essential

- Certificate IV in appropriate field such as Mental Health, Community Services or other related health fields OR 2 to 3 years' experience working in a relevant field and a commitment to working towards appropriate qualifications OR has the right personal qualities, attitude and life experience and is working towards a qualification
- Cultural competence and knowledge to support Aboriginal and Torres Strait Islander people from or with connections to the community of Cherbourg
- Have an understanding of the individual recovery process along with the knowledge of the National Standards for Mental Health Services and the Human Services Quality Standard.
- Understanding of case management practices and ability to work in a strengths-based recovery framework
- Highly developed communication and interpersonal skills including with people from a wide range of backgrounds
- Demonstrated skills in mediation and advocacy
- Highly developed communication skills including crisis communication
- Demonstrated computer skills with proficiency in Microsoft Office applications
- Sound administration skills
- Demonstrated ability to prioritise workload
- Ability to maintain accurate records (electronic and paper-based) and to understand and implement contract requirements and guidelines

Desirable

- Knowledge of and established contacts with other mental health and community service providers within the local community
- Experience with facilitating small group workshops with either an educational or practical content

Service standards are to be in accordance with the ethos, mission, vision, policies and procedures of CTC and in strict adherence to licencing/contractual requirements.

As part of the PHaMS team, the Support Worker will have knowledge and understanding of other CTC services and contribute to the success of the organisation in its entirety.

PERFORMANCE MEASURES:

Performance will be formally reviewed within the first 6 months and at least annually thereafter according to the letter of offer and details of this and any revised position descriptions

CTC DUTY STATEMENT

- Adhere to all policies and procedures of CTC and relevant Government Contracts/MOAs/ Legislation/Acts/Guidelines
- Integrate with other programs and the ethos of CTC Inc

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- Be an effective member of the PHaMS team and other CTC teams
- Work independently and as part of a team in compliance with direction from management
- Attend and actively participate in all team and other relevant meetings and training
- Assist other staff in their duties
- Assist in maintaining a clean, hygienic and tidy work environment
- Ensure all CTC resources and assets are used only as appropriate, accounted for and maintained in a safe, clean, hygienic and useable condition at all times
- Flexibility in regard to working hours and locations and preparedness to undertake complementary duties as required

I understand:

- the requirements of the position and agree to the terms and conditions as set out above
- more detailed duties are to be arranged with my supervisor in line with the requirements of the organisation and broadly consistent with the role

Employee Name..... **Signature**..... **Date** / / 2013