Psychosocial Disability Support Worker

Our vision: *Humanity and community shape mental health, so people can live the life they choose.*
Our purpose: *To walk alongside you, inspiring possibility.*
Our values: *With people and community first, we lead with integrity, uphold respect for all, inspire possibility and co-create to shape change together.*

Position Information

Purpose	The Psychosocial Disability Support Worker will provide support to participants, families and carers in line with Mind's Model of Recovery Oriented Practice, their NDIS Goals and organisational values. Support Workers deliver personalised support services and work collaboratively with participants to achieve their recovery and capacity building goals through one-to-one support, shared supports, workshops and group work facilitation to enhance recovery, personal growth and activities of daily living.
Position reports to	Service Lead
Mind classification level	SCHADS Level 2
Stream	Housing Services
About the service	The Housing with Support program is a service designed for adults living with severe and enduring psychosocial disability and co-occurring concerns and/or dual disabilities. These have impacted their capacity to live independently in the community. Services are to support participants and build capacity to live as independently as possible. Funded by participant's NDIS package, services offer a peer recovery community environment, encouraging participants to share and support each other. The services operate in the context of the broader community focused on supporting people to achieve their support goals with practice guided by Mind's Model of Recovery Oriented Practice, Dual Disability framework and organisational values. Participants are supported individually and in a group setting to better understand and develop strategies to manage the impacts of their mental health, enhance personal and daily living skills, create meaningful social and community connections, strengthen relationships with families and friends, and build confidence and capacity to live independently. There is the potential for encountering aggressive behaviour or abuse, complex trauma and AODs, working with individuals in distress or crisis, the necessity at

Mind values the experience and contribution of people from all cultures, genders, sexualities, bodies, abilities, ages, spiritualities and backgrounds. We encourage applications from Aboriginal and Torres Strait Islander peoples, people with a lived experience of mental ill-health and recovery, people living with disability, those who identify as LGBTIQ and applicants from culturally and linguistically diverse backgrounds.

	times of working alone, use of a personal vehicle for transporting clients, and the demands of a fast-paced, dynamic environment.
Position description effective date	March 2026
Responsibilities	
Provide direct support to individual participants	• Work with participants to imagine and live a meaningful life by supporting them through a staged approach to recovery: - Welcoming and engagement. - Strengths identification and individual recovery and capacity building plan development. - Developing capacity through role modelling daily living skills. - Engagement and maintenance of natural supports. - On-going self-management support. • Liaise with the Support Coordinator as required. • Assist participants with their individual recovery and capacity building plan in a range of areas including: - Understanding and managing their safety and wellbeing on a daily basis. - Developing and supporting daily living skills, budgeting and self-care activities. - Supporting crisis and incident management. - Building capacity in physical health and medication administration. - Personal care tasks as required. - Capacity building tasks including housekeeping, shopping, meal preparation and cooking, routine development, social skills development and support for medical appointments. - Support to maintain or create a meaningful activity life through participating in community life including education, employment, recreation and using public transport. • Where a Behaviour Support Plan is in place for a participant, actively seek to know how you can support its implementation. • Work with participants to enable participation in the service delivery and design through feedback and consultation opportunities.
Undertake group work	• Deliver group work programs that will assist participants to build their skills, focus on their recovery, wellbeing and capacity building and/or work towards increasing independence. • Assist in the development or implementation of groups and events. • Assist in the evaluation and review of group work programs.
Provide support to families and carers	• Support family and carers through understanding their concerns and the provision of information, education and referrals. • Facilitate, as appropriate, the re-engagement and maintenance of family and carer relationships.

Work with local service providers	• Engage with participants to fully understand their need for assistance from local service providers with clinical mental health, physical health, education and employment, eligible entitlements and benefits, housing, transport, recreation and social connections. • Make linkages and build relationships and referral pathways to maintain or create a range of local supports for participants that facilitate them to live the life of their choosing in their own community. • In line with their NDIS Goals, collaborate with others in the participant's life including family, carers, mainstream support and other service providers chosen by the participant to deliver elements of their plans.
Work with clinical partners	• Work within a multidisciplinary team: - Supporting recovery oriented practice. - Supporting participants to seek and access clinical interventions. - Actively participating in team and if required, care team meetings. - Enhancing collaboration between team members.
Tenancy support	• Support residents with upcoming house inspections to ensure a high standard of cleanliness. • Support as needed participants' liaison with property management provider. • Support to create a positive and safe living environment by complying with Haven Community rules.
Housekeeping	• Contribute to the day-to-day operations of the service through undertaking a range of housekeeping duties including: - Preparing rooms for new residents, and maintaining office spaces in a clean and hygienic state, clearing hazards, and ensuring proper storage. - Ensuring all communal areas are home-like and welcoming at all times. - Support residents with developing a routine with daily living skills through role modelling.
Other duties	• Document all activities using Mind's ICT system and processes aligned to NDIS requirements. • Ensure compliance of record keeping and data collection in line with Mind Required Data. • Actively participate, contributing to the team and wider organisational initiatives. • Take personal responsibility for the quality and safety of work undertaken. • Contribute to service delivery improvements. • Other duties as directed.
Professional development	• Undertake relevant training and professional development, including regular supervision, appropriate to the primary work of the service and Mind. • Participate in reflective practice.

Accountability	• Conduct yourself in accordance with the Mind Code of Conduct and Mind policies and procedures which may change from time to time. • Proactively support Mind's vision of supporting people facing mental health challenges to live well and be socially included, in accordance with the Mind values.
Workplace health, safety and wellbeing	• Contribute actively to the maintenance of a safe workplace. • Ensure all safety issues are reported and addressed as they arise.
Lived experience	• Contribute to a workplace that values lived experience and the inclusion of participants, carers and families in the work we do.
Cultural safety	• Contribute to a culturally safe workforce and service environment for staff, participants, carers and volunteers from all cultures, genders, sexualities, bodies, abilities, spiritualities, ages and backgrounds.

Position Requirements	
Qualifications required	• Tertiary qualifications (minimum Certificate III) in Mental Health, Peer Work, or other health related field as designated by Mind. • Certificate IV in Disability, Mental Health, Peer Work, or other health related field is desirable.
Knowledge, skills and experience required	• Experience and expertise in working directly with people with psychosocial issues, complex needs and with their families and carers. • Awareness and understanding of the NDIS is required. • Excellent customer service skills. • Excellent interpersonal and communication skills with the ability to consult, negotiate and influence peers, stakeholders and government agencies with diplomacy to achieve effective outcomes. • High level organisational skills with demonstrated ability to prioritise, manage multiple complex tasks concurrently, work under pressure and meet deadlines. • Ability to work both autonomously and collaboratively showing initiative and flexibility. • Experience in assessing need and working collaboratively to plan goal focused recovery using evidence informed approaches and tools to meet participants' needs. • Experience providing person-centred supports. Desirable: • Proven experience in Community Services, Mental Health, Disability, Social Welfare, Housing, Healthcare or Government sectors. • Demonstrated understanding of available community services, networks and supports. • Knowledge and experience in the application of theoretical approaches, practices and appropriate service responses including family inclusive practice, trauma informed theory, cognitive behavioral therapy, motivational interviewing and harm reduction therapy. • Skills and experience in advocacy, collaboration, facilitation, evaluation and problem solving. • Experience in participant notes, reporting and working with a variety of electronic systems. • A lived experience of mental ill health and recovery or experience caring for a person with mental ill health is desirable.
Other	• Right to work in Australia. • Current NDIS Worker Screening Check Clearance. • Working with Children Check or equivalent (Blue Card - QLD).

	• Unrestricted Australian driver's license, and ability to use your personal vehicle and to transport residents as required. • Requirement to bring with you current First Aid and CPR certifications and perform these duties as required as part of the role. • Work a rotating roster that covers morning, day, evening and sleepover shifts as required across 7 days a week. • Preparedness to work across different services and/or locations as required and directed.