

Mental Health 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

<p>Purpose</p>	<p>The Mental Health Support Worker will provide support to clients, families and carers in line with Mind’s Model of Recovery Oriented Practice, My Better Life model and organisational values for people with a psychosocial disability.</p> <p>Mental Health Support Workers deliver personalised support services and works collaboratively with clients to achieve their recovery goals through one-to-one support, shared supports, workshops and group work facilitation to enhance recovery, personal growth and activities of daily living.</p>
<p>Position reports to</p>	<p>Team Leader</p>
<p>Mind classification level</p>	<p>SCHADS Level 2</p>
<p>Stream</p>	<p>Victoria Operations</p>
<p>About the service</p>	<p>The South Yarra Haven program is a residential rehabilitation service designed for people aged between 18-64 years living with severe and enduring psychosocial disability, some of whom may have dual disabilities, which has impacted their capacity to live independently in the community. Haven residences are designed as a ‘home away from home’ and typically staffed 24/7, funded by client’s NDIS packages and offer a peer recovery community environment to encourage clients to share and support each other. The services operate in the context of the local community focused on supporting people to achieve their My Better Life goals with practice guided by Mind’s Model of Recovery Oriented Practice, Supported Independent Living model, Dual Disability framework and organisational values.</p> <p>Working in collaboration with clients, families and carers Mind staff build high quality, tailored programs to suit individual needs and NDIS goal plans. Clients are supported individually and in a group setting to better</p>

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.



	understand and develop strategies to manage mental ill 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.
Position description effective date	February 2026
Responsibilities	
Provide direct support to individual clients	<ul style="list-style-type: none"> • Work with clients to achieve their goals set out in their NDIS plan, return to a place of residence and a meaningful life supporting them through a staged approach to recovery: <ul style="list-style-type: none"> - Welcoming and engagement. - Strengths identification and individual recovery plan development. - Role modelling activities of daily living skills and capacity development. - Engagement and maintenance of natural supports. - On-going self-management support. • Liaise with the Support Coordinator when transitioning clients to new services. • Assist clients with their individual recovery plan in a range of areas including: <ul style="list-style-type: none"> - 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. - Physical health and medication administration. - Personal care tasks where required. - Capacity building tasks including housekeeping, shopping, meal preparation and cooking, routine development, social skills development and support for medical appointments. • Work with clients to enable participation in the service delivery and design through co-design, co-production, feedback and consultation opportunities.
Undertake group work	<ul style="list-style-type: none"> • Deliver group work programs that will assist clients to build their skills, focus on their recovery and work towards transitioning back to their natural community. • 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	<ul style="list-style-type: none"> • Support family and carer roles through understanding their concerns and the provision of information, education and referrals.



	<ul style="list-style-type: none"> • Facilitate, as appropriate, the re-engagement and maintenance of family and carer relationships. • Work with families and carers at the time of transition back to community.
Work with local service providers	<ul style="list-style-type: none"> • Engage with clients 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 clients that facilitate them living the life of their choosing in their own community.
Work with clinical partners	<ul style="list-style-type: none"> • Work within a multidisciplinary team: <ul style="list-style-type: none"> - Supporting recovery-oriented practice. - Supporting clinical interventions. - Actively participating in team, case and handover meetings. - Enhancing collaboration between team members.
Tenancy management	<ul style="list-style-type: none"> • Support residents with upcoming house inspections to ensure a high standard of cleanliness. • Liaise with property management provider. • Supporting residents with all aspects of maintaining their tenancy including: <ul style="list-style-type: none"> - Sign up, bond loan application, condition report and setting up rental payment. - Understanding their rights under the Residential Tenancies Act. • Support to create a positive and safe living environment by complying with house rules.
Housekeeping	<ul style="list-style-type: none"> • Contribute to the day to day operations of the residential service through undertaking a range of housekeeping duties including: <ul style="list-style-type: none"> - Preparing rooms for new residents, washing linen, food shopping and meal preparation and maintaining office spaces in a clean and hygienic state. - 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	<ul style="list-style-type: none"> • Document all activities using Mind's ICT system and processes. • 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.



	<ul style="list-style-type: none"> • Other duties as directed.
Professional development	<ul style="list-style-type: none"> • Undertake relevant training and professional development, including regular supervision, appropriate to the primary work of the service and Mind. • Participate in reflective practice.
Accountability	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Contribute actively to the maintenance of a safe workplace. • Ensure all safety issues are reported and addressed as they arise.
Lived experience	<ul style="list-style-type: none"> • Contribute to a workplace that values lived experience and the inclusion of consumers, carers and families in the work we do.
Cultural safety	<ul style="list-style-type: none"> • Contribute to a culturally safe workforce and service environment for staff, consumers, carers and volunteers from all cultures, genders, sexualities, bodies, abilities, spiritualities, ages and backgrounds.



Position Requirements	
Qualifications required	<ul style="list-style-type: none"> • Tertiary qualifications (minimum Certificate III) in Mental Health, Peer Work, Psychology, Social Work, Occupational Therapy or other health related field as designated by Mind. • Certificate IV in Mental Health, Peer Work, Psychology, Social Work, Occupational Therapy or other health related field is desirable.
Knowledge, skills and experience required	<ul style="list-style-type: none"> • Proven experience in Community Services, Mental Health, Disability, Social Welfare, Housing, Healthcare or Government sectors is desirable. • Experience and expertise in working directly with people with mental health issues, complex needs and with their families and carers. • Awareness and understanding of the NDIS is desirable. • Demonstrated understanding of available community services, networks and supports is desirable. • Experience providing person-centred active supports is desirable. • Experience in assessing need and working collaboratively to plan goal focused recovery using evidence informed approaches and tools is desirable. • 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 is desirable. • Ability to plan and prioritise to meet customer service delivery requirements. • 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. • Skills and experience in advocacy, collaboration, facilitation, evaluation and problem solving. • 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 client notes, reporting and working with a variety of electronic systems is desirable. • A lived experience of mental ill health and recovery or experience caring for a person with mental ill health is desirable.
Other	<ul style="list-style-type: none"> • Right to work in Australia.

To learn more about Mind visit mindaustralia.org.au



You can also watch our Great Minds series of videos by visiting www.youtube.com/mindaustralia

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| | <ul style="list-style-type: none">• Current valid Australian driver's licence.• Current NDIS Worker Screening Check Clearance.• Working with Children Check or equivalent (Blue Card - QLD).• Able to obtain CPR and First Aid certifications.• Able and willing to work a 24/7 rotating roster including sleepovers and weekends.• Preparedness to work across different services and/or locations as required and directed. |
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