



ROLE DESCRIPTION

Role Title	Mental Health Support Worker
Classification Code	OPS2
Position Number	P45779
Local Health Network	Yorke and Northern Local Health Network Inc.
Hospital / Service / Cluster / RSS	Mental Health (MH)
Department/Section / Unit/ Ward	Community Mental Health
Role reports to	The Team Leader
Role Created/ Reviewed Date	February 2020
Criminal History Clearance Requirements	<input checked="" type="checkbox"/> NPC – Unsupervised contact with vulnerable groups <input checked="" type="checkbox"/> DHS Working With Children Check (WWCC) <input type="checkbox"/> NDIS Worker Screening Please click here for further information on these requirements
Immunisation Risk Category	Category A (Direct Contact with blood or body substances) Please click here for further information on these requirements

ROLE CONTEXT

Primary Objective(s) of role:

- > The Mental Health Support Worker contributes to the delivery of a comprehensive and integrated range of evidenced based, recovery oriented services across the multi-disciplinary Yorke and Northern Local Health Network Mental Health (LHN MH) appropriate to the needs of the consumer and the local community. Under the supervision of a clinician, the Mental Health Support Worker provides a range of non-clinical, integrated psychosocial support services to mental health consumers across community, acute and rehabilitation service settings. The Mental Health Support Worker works to assist consumers and service providers to understand the concept of recovery and rehabilitation and serve as a recovery and wellness/information role. Tasks and duties performed will be of a practical nature, through the provision of direct day to day tasks supporting the consumer's accomplishment of stated goals within the consumer care plan.

Key Relationships/ Interactions:

Internal

- > Reports operationally to the MH Team Leader through to the Director Mental Health. > Works under the direct supervision of clinicians within the MH team. > Develops and maintains cooperative and productive working relationships with all members of the multidisciplinary MH service and LHNs. > Mentoring will be provided in accordance with the Supervision Framework for MH services within the LHN.

External

- > As required, liaises with MH consumers, carers and family, community organisations, external service providers and contractors, and stakeholders across other government and non-government departments. > Works collaboratively with other support workers and other primary service providers in the government and non-government sectors.

Challenges associated with Role:

Major challenges currently associated with the role include:

- > Working in a professional manner to support the maintenance of a positive image for the LHN, influences the development and fostering of effective internal and external partnerships and relationships, and ensures best quality and continual improvement of consumer care;
- > > Facilitating smooth transitions of consumers between country and metropolitan services that supports the recovery journey;
- > > Utilising modern and effective communication methods to actively engage and participate with members across LHNs and SA Health; and > Working in and/or with people from rural, remote and/or very remote country locations.

Resilience:

SA Health employees persevere to achieve goals, stay calm under pressure and are open to feedback.

Performance Development

It is your responsibility to actively participate in the Performance Review & Development Program which will include a six (6) monthly review of your performance against the responsibilities and key result areas associated with your position and a requirement to demonstrate appropriate behaviours which reflect a commitment to South Australian Public Sector and Yorke and Northern Local Health Network Inc. values and strategic directions.

General Requirements:

*NB References to legislation, policies and procedures includes any superseding versions

Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Policies and Procedures and legislative requirements including but not limited to:

- > *Work Health and Safety Act 2012 (SA)* and when relevant WHS Defined Officers must meet due diligence requirements.
- > *Return to Work Act 2014 (SA)*, facilitating the recovery, maintenance or early return to work of employees with work related injury / illness.
- > Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- > *Children's Protection Act 1993 (Cth)* – 'Notification of Abuse or Neglect'.
- > Disability Discrimination.
- > Independent Commissioner Against Corruption Act 2012 (SA).
- > SA Information Privacy Principles.
- > Relevant Awards, Enterprise Agreements, *Public Sector Act 2009 (SA)*, *Health Care Act 2008 (SA)*, and the SA Health (Health Care Act) Human Resources Manual.
- > Relevant Australian Standards.
- > Duty to maintain confidentiality.
- > Smoke Free Workplace.
- > To value and respect the needs and contributions of SA Health Aboriginal staff and clients and commit to the development of Aboriginal cultural competence across all SA Health practice and service delivery.
- > Applying the principles of the South Australian Government's Risk Management Policy to work as appropriate.
- > Health Practitioner Regulation National Law (South Australia) Act 2010.
- > *Mental Health Act 2009 (SA)* and Regulations.
- > *Controlled Substances Act 1984 (SA)* and Regulations.
- > Professional Practice Standards and competencies consistent with area of practice as varied from time to time.
- > SA Health / Yorke and Northern Local Health Network policies, procedures and standards.

Handling of Official Information:

By virtue of their duties, SA Health employees frequently access, otherwise deal with, and/or are aware of, information that needs to be treated as confidential.

SA Health employees will not access or attempt to access official information, including confidential patient information other than in connection with the performance by them of their duties and/or as authorised.

SA Health employees will not misuse information gained in their official capacity.

SA Health employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy, or lawful and reasonable direction.

White Ribbon:

SA Health has a position of zero tolerance towards men's violence against women in the workplace and the broader community. In accordance with this, the incumbent must at all times act in a manner that is non-threatening, courteous, and respectful and will comply with any instructions, policies, procedures or guidelines issued by SA Health regarding acceptable workplace behaviour.

Cultural Statement:

Yorke and Northern Local Health Network welcomes Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace. Yorke and Northern Local Health Network is a culturally inclusive work environment that is respectful of Aboriginal and Torres Strait Islander culture.

Special Conditions:

*NB Reference to legislation, policies and procedures includes any superseding versions

- > It is mandatory that no person, whether or not currently working in SA Health, will be eligible for appointment to a position in SA Health unless they have obtained a satisfactory National Police Certificate (NPC).
- > Prescribed Positions under the Child Safety (Prohibited Persons) Act 2016 must obtain a satisfactory Working With Children Check (WWCC) through the Department of Human Services (DHS) Screening Unit.
- > Approved Aged Care Provider Positions as defined under the Accountability Principles 1998 made in pursuant to the Aged Care Act 2007 (Cth) must obtain a satisfactory National Police Certificate (NPC) through the South Australian Police confirming the clearance is for the purpose of unsupervised contact with vulnerable groups.
- > Prescribed positions under the Disability Services Act 1993 must obtain a satisfactory Disability Services Employment Screening through the Department of Human Services (DHS) Screening Unit
- > NPCs and DHS Disability Services Employment Screenings must be renewed every 3 years thereafter from date of issue.
- > WWCCs must be renewed every 5 years thereafter from date of issue.
- > Depending on work requirements the incumbent may be transferred to other locations across SA Health to perform work appropriate to classification, skills and capabilities either on a permanent or temporary basis subject to relevant provisions of the Public Sector Act 2009 for Public Sector employees or the SA Health (Health Care Act) Human Resources Manual for Health Care Act employees.
- > The incumbent may be required to participate in Counter Disaster activities including attendance, as required, at training programs and exercises to develop the necessary skills required to participate in responses in the event of a disaster and/or major incident.
- > Appointment is subject to immunisation risk category requirements (see page 1). There may be ongoing immunisation requirements that must be met.

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
<p>Contribute to the development of personal independence and autonomy of consumers.</p>	<p>Supports consumers to:</p> <ul style="list-style-type: none"> > Transition between the various levels of care i.e. from inpatient to community; > Engage with community based learning, education or activities that will support consumers to consider and move towards, areas of interest and recovery orientated goals; > Increase management practices of self-care including hygiene, physical health, healthy approaches to nutrition, exercise and well-being; > Participate, initiate or take responsibility for household management according to the person's capacity and development over time; > Develop and sustain relationships i.e. with family, friends and members of the community and confidence to increase mobility; > Attend to statutory requirements and legal matters such as payment of fines, attendance at court appointments, visits to lawyer and adherence to legal orders; > Assist consumers to achieve income security, and implement strategies to improve financial management; > Support consumers provide assistance to address drug/tobacco and alcohol issues; and > Support consumer choice and participation in personal decisions.
<p>Provide support to meet the practical needs of consumers that support the stabilisation of their environment.</p>	<ul style="list-style-type: none"> > Under direction of the clinical staff: > Assists with arranging and exploring community housing options and choices for consumers, and support towards securing suitable accommodation; > Assisting consumers to complete housing, Centrelink and other financial applications, forms and documents; > Acting as a resource to clinical staff in relation to housing options; > Encourage and support consumers to maintain contact with families and carers; > Provide encouragement to consumers to participate in programs that support reintegration into the community; > Assist in and/or support programs within the MH service that support positive clinical outcomes; and > With consent from the consumer, act as an advocate their behalf with relevant people and agencies.
<p>Contribute to effective multidisciplinary team functioning within MHS that provides high quality consumer care by:</p>	<ul style="list-style-type: none"> > Contributing to the review of consumer progress by observing and reporting to clinical staff, doctors and care coordinators on consumer recovery goals, health care needs and practical needs and difficulties. > Update and maintain consumer case notes, under the supervision of the clinical staff and collect required administrative data. For Official Use Only: I1-A1 Page 5 of 10 OFFICIAL > Actively support the maintenance of Occupational Health Safety and Welfare standards. > Demonstrate respect, and acknowledge and validate other team members. > Resolve interpersonal differences constructively and professionally.
<p>Develop and support a standard of excellence in mental health care by</p>	<ul style="list-style-type: none"> > Committing to the National Standards for Mental Health Services, and performing role and responsibilities in accordance with those standards, vision and values. > Participation in continuous quality improvement activities to achieve accreditation. > Maintaining contemporary knowledge and skills through involvement in ongoing staff development and education. > Attending mandatory in-service programs and training. > Promoting community acceptance and the reduction of stigma for people affected by mental disorders and/or mental health problems.

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Ensuring services are delivered in a culturally sensitive manner by	<ul style="list-style-type: none">> Acknowledging all cultures and their individually diverse communities, including the acknowledgment of the local Aboriginal community and their unique cultural background.> Promoting access and equity of services for people from multi-cultural and linguistically diverse backgrounds including Aboriginal and Torres Strait Islander people.> Providing services that are culturally sensitive to the needs of people and enable them to make decisions concerning their mental health.
Contribute toward the provision of a safe and healthy environment for self and others by	<ul style="list-style-type: none">> Report all accidents, incidents and near misses.> Comply with reasonable instructions or procedures aimed at protecting the health and safety of themselves and others.> Carry out responsibilities as detailed in occupational health and safety and injury management policies and procedures.> Contributing to the identification, implementation and review of opportunities for improvements to team communications, capabilities, processes, practices and outcomes.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- > Nil

Personal Abilities/Aptitudes/Skills:

- > Proven effective communication skills, including an ability to relate on an interpersonal level to mental health consumers, families, carers and colleagues, including establishing rapport with staff and consumers, from a wide variety of cultural, ethnic and social backgrounds.
- > Ability to liaise effectively with public and community agencies and organisations; deal with stressful situations and distressed consumers.
- > Ability to work collaboratively within a multi-disciplinary team.
- > Demonstrated ability to work effectively in a trustworthy, responsible and reliable manner, and with initiative, motivation, discretion and integrity, and a capacity to maintain professional and ethical practices.
- > Ability to organise workloads, set priorities and meet deadlines, and effectively utilise available resources and work appropriately under direction.
- > Proven ability to work as a team member and to respectfully participate and contribute within a team environment.
- > Understanding the barriers faced by people who are experiencing significant mental health issues/ illness.
- > Ability to provide non-judgemental, practical support to mental health consumers.
- > An empathy/understanding of people suffering from a mental illness.
- > Commitment to meeting the needs of consumers in the mental health service.
- > Ability to engage with Aboriginal community/consumers in a culturally appropriate manner and a willingness to undertake further training in this manner.

Experience

- > Experience in reporting to and liaising with multiple stakeholders across the spectrum of community services or health.
- > Experience in working with people who have health and/or mental health related issues.
- > Experience in working within a community services team environment and successful participation in such a setting.
- > Experience in Microsoft Office software packages including word processing, desktop publishing, Excel and Outlook.
- > Experience working with Aboriginal consumers.

Knowledge

- > Knowledge of occupational health safety and welfare requirements, and an understanding of the principles of confidentiality and their application in the workplace, particularly in relation to work conducted within a mental health service.
- > Self-management strategies in relation to mental health.
- > Understanding of mental illness and the impacts of associated disability on the individual and their community.
- > Relevant legislation pertaining to mental health services.
- > General understanding of Aboriginal culture and a willingness to undertake further training in this area.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- > Certificate 3 or above in Mental Health Work – Non-Clinical or willingness to undertake further education as required or student in an undergraduate program in a relevant health discipline.

Personal Abilities/Aptitudes/Skills:

- > Ability to use a range of interview strategies effectively.
- > Experience supporting others through the recovery journey with an illness/disability.

Experience

- > Experience in group work, health education and/or promotion of community development projects.
- > Providing one on one and/or group support within a community context.
- > Previous experience working in a health or community service environment.

Knowledge

- > Philosophy of rehabilitation and recovery as it pertains to psychosocial recovery and rehabilitation in working with high and complex need consumers.
- > Knowledge of Mental Health principles and recovery oriented frameworks.
- > Knowledge of SA Health and/or regional Local Health Networks.
- > Knowledge of a range of strategies to maintain good mental health.
- > Knowledge of the Mental Health Care Act.
- > Knowledge of the rights and responsibilities of mental health consumers.
- > Knowledge of a wide range of local community services and how to access them.

Organisational Context

Organisational Overview:

Our mission at SA Health is to lead and deliver a comprehensive and sustainable health system that aims to ensure healthier, longer and better lives for all South Australians. We will achieve our objectives by strengthening primary health care, enhancing hospital care, reforming mental health care and improving the health of Aboriginal people.

SA Health is committed to a health system that produces positive health outcomes by focusing on health promotion, illness prevention and early intervention. We will work with other government agencies and the community to address the environmental, socioeconomic, biological and behavioural determinants of health, and to achieve equitable health outcomes for all South Australians

Our Legal Entities:

SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health and Ageing and the Minister for Mental Health and Substance Abuse.

The legal entities include but are not limited to Department for Health and Ageing, Central Adelaide Local Health Network, Northern Adelaide Local Health Network, Southern Adelaide Local Health Network, Women's and Children's Health Network, Barossa Hills Fleurieu Local Health Network, Eyre and Far North Local Health Network, Flinders and Upper North Local Health Network, Limestone Coast Local Health Network, Riverland Mallee Coorong Local Health Network, Yorke and Northern Local Health Network and SA Ambulance Service.

SA Health Challenges:

The health system is facing the challenges of an ageing population, increased incidence of chronic disease, workforce shortages, and ageing infrastructure. The SA Health Care Plan has been developed to meet these challenges and ensure South Australian's have access to the best available health care in hospitals, health care centres and through GPs and other providers.

Health Network/ Division/ Department:

Local Health Networks aspire to be the best provider of rural and remote health services in Australia. LHN's through the inspiration and hard work of its people, deliver high quality and innovative health services to improve health outcomes for country South Australians. LHN's deliver a comprehensive range of health services in hospital and community settings according to population needs. It focuses on integrating its service delivery with metropolitan hospitals and other service providers in country locations. The safety and quality of health services in country South Australia is of primary importance. LHN's participate in rigorous national accreditation processes and engage local community members to provide insight and knowledge of the needs of consumers and potential strategies to achieve the best service.

Yorke and Northern LHN MH's mission is "To be a flourishing mental health service that impacts meaningfully and positively on the communities it serves". Within this context, there are 5 key goals that support the achievement of the Directorate's vision of "Transforming health care and actively delivering health benefit."

These are to achieve:

- > Effective, appropriate and sustainable mental health services;
- > Access to empowering and appropriate mental health services;
- > An appropriate, skilled and well supported mental health workforce;
- > Collaborative and research based mental health service planning and policy development; and
- > Strong leadership through governance, transparency and accountability.

Values

SA Health Values

The values of SA Health are used to indicate the type of conduct required by our employees and the conduct that our customers can expect from our health service:

- > We are committed to the values of integrity, respect and accountability.
- > We value care, excellence, innovation, creativity, leadership and equity in health care provision and health outcomes.
- > We demonstrate our values in our interactions with others in SA Health, the community, and those for whom we care.

Code of Ethics

The Code of Ethics for the South Australian Public Sector provides an ethical framework for the public sector and applies to all public service employees:

- > Democratic Values - Helping the government, under the law to serve the people of South Australia.
- > Service, Respect and Courtesy - Serving the people of South Australia.
- > Honesty and Integrity- acting at all times in such a way as to uphold the public trust.
- > Accountability- Holding ourselves accountable for everything we do.
- > Professional Conduct Standards- Exhibiting the highest standards of professional conduct.

The Code recognises that some public sector employees are also bound by codes of conduct relevant to their profession.

As a public sector employee, you have a responsibility to maintain ethical behaviour and professional integrity standards. It is expected that you act in accordance with the Code of Ethics and contribute to a culture of integrity within SA Health.

SA Health acknowledges culture and identity as being integral to Aboriginal health and wellbeing and is committed to improving the health of Aboriginal people.

SA Health vision for Reconciliation is the gap is closed on Aboriginal health disadvantage; and Aboriginal people share the same rights, respect and access to opportunities and benefits as all South Australians.

Approvals

Role Description Approval

I acknowledge that the role I currently occupy has the delegated authority to authorise this document.

Name:

Role Title:

Signature:

Date:

Role Acceptance

Incumbent Acceptance

I have read and understand the responsibilities associated with role, the role and organisational context and the values of SA Health as described within this document.

Name:

Signature:

Date: