

i can

...do something
more meaningful



SA Health Job Pack

| | |
|--------------------------------|----------------------------------------|
| Job Title | Mental Health Support Worker |
| Job Number | 638909 |
| Applications Closing Date | 23 February 2018 |
| Region / Division | Country Health SA Local Health Network |
| Health Service | Mental Health Service (MHS) |
| Location | Mount Gambier |
| Classification | OPS2 |
| Job Status | Temporary Full Time |
| Indicative Total Remuneration* | \$56,389 - \$61,036 pa |

Criminal History Assessment

Applicants will be required to demonstrate that they have undergone an appropriate criminal and relevant history screening assessment/ criminal history check. Depending on the role, this may be a Department of Communities and Social Inclusion (DCSI) Criminal History Check and/or a South Australian Police (SAPOL) National Police Check (NPC). The following checks will be required for this role:

- ☒ Child Related Employment Screening - **DCSI**
- ☐ Vulnerable Person-Related Employment Screening - **NPC**
- ☒ Aged Care Sector Employment Screening - **NPC**
- ☐ General Employment Probity Check - **NPC**

Further information is available on the SA Health careers website at www.sahealth.sa.gov.au/careers - see Career Information, or by referring to the nominated contact person below.

Contact Details

| | |
|---------------|-------------------------|
| Full name | Pauline Beach |
| Phone number | 8721 1507 |
| Email address | pauline.beach@sa.gov.au |

Guide to submitting an application

Thank you for considering applying for a position within SA Health. Recruitment and Selection processes across SA Health are based on best practice and a commitment to a selection based on merit. This means treating all applications in a fair and equitable manner that aims to choose the best person for the position.

A well presented, easy to read application will allow the panel to assess the information they need from your application. To give yourself the best opportunity to reach interview, the application should clearly and concisely demonstrate to the selection panel that you are suitably equipped to perform the role, and that you possess all of the stated minimum essential skills, abilities, knowledge, experience and educational qualifications (where required).

The online application form to apply for this position will ask for employment history, education, qualifications and referees however to understand the position and requirements we suggest you become familiar with the attached Job and Person Specification.

We request that you attach the following to your application -

- ✍ **A covering letter** of up to 2 pages introducing yourself to the selection panel and describing your skills, abilities, knowledge, qualifications and experience in relation to the position;
- ✍ **A current Curriculum vitae/Resume** that includes your personal details, relevant employment history, education, training courses, qualifications and professional memberships.

* Refer to <http://www.sahealthcareers.com.au/information/> for further information regarding

- The Indicative Total Remuneration which is inclusive of Award salary, superannuation and other monetary benefits.
- Information for Applicants
- Criminal History Assessment requirements



ROLE DESCRIPTION

| | |
|-------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Role Title: | Mental Health Support Worker |
| Classification Code: | OPS2 |
| LHN/ HN/ SAAS/ DHA: | Country Health SA Local Health Network Inc (CHSALHN) |
| Hospital/ Service/ Cluster | Mental Health Service (MHS) |
| Division: | South East |
| Department/Section / Unit/ Ward: | South East Integrated MH Team |
| Role reports to: | Manager Integrated MH Team |
| Role Created/ Reviewed Date: | April 2017 |
| Criminal History Clearance Requirements: | <input checked="" type="checkbox"/> Aged (NPC) <input checked="" type="checkbox"/> Child- Prescribed (DCSI) <input type="checkbox"/> Vulnerable (NPC) <input type="checkbox"/> General Probity (NPC) |

ROLE CONTEXT

Primary Objective(s) of role:

The Mental Health Support Worker (MHSW) contributes to the delivery of a comprehensive and integrated range of evidenced based, recovery oriented services across the multi-disciplinary Country Health SA Local Health Network Inc. Mental Health Service (CHSALHN MHS) appropriate to the needs of the consumer and the local community.

Under the supervision of a clinician, the MHSW provides a range of non-clinical, integrated psychosocial support services to mental health consumers across community, acute and rehabilitation service settings. The MHSW 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 Manager Integrated MH Team through to the Regional Manager.
- > Works under the direct supervision of clinicians within CHSALHN MHS.
- > Develops and maintains cooperative and productive working relationships with all members of the multidisciplinary MHS and local health networks.
- > Mentoring will be provided in accordance with the Supervision Framework in the CHSALHN MHS.

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 CHSALHN 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 CHSALHN and SA Health.
- > 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

The incumbent will be required to participate in the organisation's Performance Review and Development Program which will include a regular review of the incumbent's performance against the responsibilities and key result areas associated with their position and a requirement to demonstrate appropriate behaviours which reflect a commitment to SA Health values and strategic directions.

General Requirements:

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 (WHS);
- > Equal Employment Opportunities (including prevention of bullying, harassment and intimidation);
- > Keeping Them Safe Legislation (inclusive of Mandatory Notifier);
- > Disability Discrimination;
- > Code of Fair Information Practice;
- > Relevant Awards, Enterprise Agreements, Public Sector Act 2009, Health Care Act 2008, and the SA Health (Health Care Act) Human Resources Manual;
- > Relevant Australian Standards;
- > Duty to maintain confidentiality;
- > Smoke Free Workplace;
- > Freedom of Information Act;
- > Australian Standards for Medical Records;
- > National Mental Health Standard 5 - Privacy and Confidentiality;
- > Complying with all legislation, Government policies and procedures and in relation to people affected by mental disorders and/or mental health problems, the *Australian Health Ministers' Mental Health Statement on Rights and Responsibilities* mental health, equal opportunity, anti-discrimination and disability services legislation;
- > To value and respect the needs and contributions of SA Health Aboriginal staff and consumers, and commit to the development of Aboriginal cultural competence across all SA Health practice and service delivery; and
- > Applying the principles of the South Australian Government's Risk Management Policy to work as appropriate.

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:

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

Special Conditions:

- > 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 Background Screening and National Criminal History Clearance.
- > Prescribed Positions under the Children's Protection Act (1993) must obtain a satisfactory Background Screening and National Criminal History Clearance through the Screening and Licensing Unit, Department for Communities and Social Inclusion (DCSI).
- > Approved Aged Care Provider Positions as defined under the Accountability Principles 1998 made in pursuant to the Aged Care Act 2007 (Cwth.) must obtain a satisfactory National Police Certificate (NPC) through the South Australian Police confirming the clearance is for the purpose of working in Aged Care.
- > Prescribed Positions will also require a NPC general probity clearance.
- > Background Screening and National Criminal History Clearances must be renewed every 3 years thereafter from date of issue.
- > Participation in an on call after hours roster; flexibility and some out of hours work may be required
- > Must be eligible to work in Australia.
- > Must be willing to undertake mandatory Non-violent Crisis Intervention Training.
- > Position duties may change based on changing requirements as determined by Mental Health Executive and the MHS planning processes.
- > 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.
- > CHSALHN MHS embraces the principles of positive psychology and aims to be a flourishing MH service that impacts meaningfully and positively on the communities it serves. To this end, CHSALHN MHS

promotes the principles of PERMA, as described by Dr Martin Seligman- Adelaide Thinker in Residence Program, for our staff, consumers and partners.

Key Result Area and Responsibilities

| Key Result Areas | Major Responsibilities |
|---------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Contribute to the development of personal independence and autonomy of consumers. | <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. > Support consumer choice and participation in personal decisions. |
| Provide support to meet the practical needs of consumers that support the stabilisation of their environment. | <p>Under direction of the clinical staff:</p> <ul style="list-style-type: none"> > 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 MHS that support positive clinical outcomes. > With consent from the consumer, act as an advocate their behalf with relevant people and agencies. |
| Contribute to effective multidisciplinary team functioning within MHS that provides high quality consumer care by: | <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. > Actively support the maintenance of Occupational Health Safety and |

| | |
|--------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | <p>Welfare standards.</p> <ul style="list-style-type: none"> > Demonstrate respect, and acknowledge and validate other team members. > Resolve interpersonal differences constructively and professionally. |
| Develop and support a standard of excellence in mental health care by: | <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. |
| 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.

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.

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.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- > Completion of and/or willingness to undertake further education as appropriate to the role and function of Mental Health Support Worker.

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 Country Health SA Local Health Network Inc.
- > 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, CHSALHN 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 Australians have access to the best available health care in hospitals, health care centres and through GPs and other providers.

Health Network/ Division/ Department:

CHSALHN oversees the rural public health system in South Australia (SA). We provide community, rehabilitation and acute services to approximately a third of SA's population and is the largest service provider in country SA. The Vision of CHSALHN is to transform health care and actively deliver health benefits so that rural and remote South Australians live healthy lives. Within this broader context, the mission of CHSALHN is to:

- Support rural and remote South Australians to be healthy;
- Commit to partnering with individuals, communities and staff to deliver high quality, high value health care that enhances the lived experience of rural and remote South Australians and their cares and families;
- Commit to enhancing the satisfaction, and promoting the talent, of its workforce.

CHSALHN MHS' 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:

1. Effective, appropriate and sustainable mental health services;
2. Access to empowering and appropriate mental health services;
3. An appropriate, skilled & well supported mental health workforce;
4. Collaborative and research based mental health service planning and policy development; and
5. 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.

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: