

## Mission Australia

About us:	<p>Mission Australia is a national Christian charity that has been standing alongside Australians in need since 1859. Our vision is for an Australia where all of us have a safe home and can thrive.</p> <p>We deliver homelessness crisis and prevention services, provide social and affordable housing, assist struggling families and children, address mental health issues, fight substance dependencies, support people with disability and much more.</p> <p>Given the right support, we believe everyone can reach their full potential. That's why we stand together with Australians in need, for as long as they need us.</p>
Purpose:	<p>Inspired by Jesus Christ, Mission Australia exists to meet human need and to spread the knowledge of the love of God.</p> <p><i>"Dear children, let us not love with words or speech but with actions and in truth." (1 John 3:18)</i></p>
Values:	Compassion Integrity Respect Perseverance Celebration
Goal:	End homelessness and ensure people and communities in need can thrive.

## Position details:

Position Title:	<b>Mental Health Worker</b>
Executive Function:	Community Services
Award/Agreement:	Service Delivery Enterprise Agreement 2016 – 2019
Classification:	Community Service Employee
Level:	Level 4.1
Business Unit/Program:	Integrated Primary Mental Health Care Service – Pilbara
Reports to:	Program Manager
Position purpose:	<p>This position provides evidence-based low intensity psychological interventions and clinical care coordination for clients referred to Mission Australia's Integrated Primary Mental Health Care Service, in alignment with the values of Mission Australia.</p> <p>The Mental Health Worker is responsible for developing and maintaining positive relationships with local stakeholders.</p>

## Position requirements (What are the key activities for the role?)

Key Result Area 1	Child and Youth Safe Practice
Key tasks	Position holder is successful when
<ul style="list-style-type: none"><li>• Demonstrate knowledge of the <i>National Principles for Child Safe Organisations</i>.</li><li>• Comply with core responsibilities set out in the MA Child &amp; Youth Safe policies,</li></ul>	<ul style="list-style-type: none"><li>• A child and youth safe service environment is supported in accordance with the <i>National Principles for Child Safe Organisation</i>.</li></ul>

<p>procedures and supporting documents to practice as required by the role.</p> <ul style="list-style-type: none"> <li>Proactively raise concerns about any issues that affect the safety and wellbeing of children and young people engaging with MA services.</li> </ul>	<ul style="list-style-type: none"> <li>Sound application of policy to child and youth safe practice is demonstrated.</li> <li>Concerns about the safety and wellbeing of children and young people are identified and responded to effectively.</li> </ul>
<b>Key Result Area 2</b>	<b>Low Intensity Psychological Intervention (LIPI)</b>
<b>Key tasks</b>	<b>Position holder is successful when</b>
<ul style="list-style-type: none"> <li>Conduct individual face-to-face and telehealth low intensity psychological therapy (LIPI) with individuals in line with the LIPI model of care.</li> <li>Conduct face-to-face psychoeducational group sessions with individuals.</li> <li>Provide informed consent to individuals at the start of their initial session and clearly explain confidentiality and its limits.</li> <li>Undertake initial assessments of allocated individuals. Collaborate with individuals to develop therapeutic treatment goals and plan.</li> <li>Assess individual risks, complete risk assessments, safety plans, and/or crisis management plans.</li> <li>Provide culturally appropriate, evidence-based therapeutic interventions.</li> <li>Facilitate referrals to other internal and external support services.</li> </ul>	<ul style="list-style-type: none"> <li>Informed consent, and associated forms, is completed for all individuals.</li> <li>Assessments are conducted using the correct documentation.</li> <li>Risks are thoroughly assessed and appropriate safety plans are put in place in collaboration with the individuals.</li> <li>Culturally appropriate support within funding guidelines is provided for individuals that meets their needs and situation.</li> <li>Evidence-based therapeutic interventions are used that are within the funding guidelines of LIPI.</li> <li>Referrals to internal and external support services are provided.</li> </ul>
<b>Key Result Area 3</b>	<b>Clinical Care Coordination</b>
<b>Key tasks</b>	<b>Position holder is successful when</b>
<ul style="list-style-type: none"> <li>Collaborate with GPs to provide holistic support for individuals with severe mental illness.</li> <li>Conduct comprehensive initial and ongoing assessment, which includes mental health, physical health and personal support needs.</li> <li>Proactively manage clinical deterioration, risk and safety of individuals. Complete risk assessments, safety plans, and/or crisis managements plans.</li> <li>Liaise with family and support network, as appropriate.</li> <li>Provide health literacy and illness education (including medication management) to individuals, families, and support network.</li> </ul>	<ul style="list-style-type: none"> <li>Holistic support for individuals with severe mental illness is provided through regular and effective collaboration with GPs.</li> <li>Thorough assessments are conducted using the correct documentation.</li> <li>Risks are thoroughly assessed and appropriate safety plans are put in place in collaboration with individuals.</li> <li>Family and support networks are involved in the individual's care, as appropriate.</li> <li>Health literacy and illness education (including medication management) is provided to individuals, families, and support network.</li> <li>Referrals to internal and external support services are provided.</li> </ul>

<ul style="list-style-type: none"> <li>Facilitate referrals to other internal and external support services.</li> <li>Support individuals, as appropriate, to attend medical and mental health related appointments.</li> <li>Ensure all case plans are approved by the Team Leader.</li> <li>Participate in regular case reviews with the Team Leader.</li> </ul>	<ul style="list-style-type: none"> <li>Individuals are supported to attend medical and mental health appointments, as appropriate.</li> <li>All case plans are approved by the Team Leader.</li> <li>Regular case reviews are completed with the Team Leader.</li> </ul>
<b>Key Result Area 4</b>	<b>Administration</b>
<b>Key tasks</b>	<b>Position holder is successful when</b>
<ul style="list-style-type: none"> <li>Complete initial documentation and upload to MA Connect.</li> <li>Ensure all funding data fields on MA Connect are completed with the correct information.</li> <li>Maintain up-to-date case notes regarding individual and group interactions.</li> <li>Adhere to follow-up protocols when appointments are missed or cancelled.</li> <li>Ensure start, review and end questionnaires are completed and uploaded to MA Connect.</li> <li>Complete all funding data requirements and Key Performance Indicators.</li> <li>Provide support letters for individuals, as appropriate.</li> <li>Other duties as directed.</li> </ul>	<ul style="list-style-type: none"> <li>All required paperwork is completed, correct, and uploaded to MA Connect.</li> <li>Sound understanding of the funder data and Key Performance Indicators requirements.</li> <li>Adherence to tasks required to meet funding expectations.</li> <li>Case files are kept up-to-date and correctly document all interactions with individuals.</li> <li>Accurately follow all processes and procedures pertaining to case administration.</li> <li>All funding data requirements and KPI are completed.</li> <li>Support correspondence is provided.</li> </ul>
<b>Key Result Area 5</b>	<b>Program Support</b>
<b>Key tasks</b>	<b>Position holder is successful when</b>
<ul style="list-style-type: none"> <li>Contribute to the achievement of agreed program capacity benchmarks.</li> <li>Maintain and submit relevant documentation in accordance with deadlines.</li> <li>Provide the Program Manager with data and documentation required for reports, as requested.</li> <li>Develop positive relationships with key external stakeholders.</li> <li>Participate in marketing with existing and new referral agencies.</li> <li>Participate in community engagement events.</li> <li>Provide a positive image of Mission Australia within the local community and within the mental health sector.</li> </ul>	<ul style="list-style-type: none"> <li>Participation in the on boarding process.</li> <li>Sound understanding of organisational policy and procedures.</li> <li>Maintains professional integrity, demeanour and appearance.</li> <li>Documentation is maintained in compliance with funding body requirements, Mission Australia and program policy and procedures.</li> <li>Active contribution is made to team meetings, case discussions, internal and external supervision.</li> <li>Positive external relationships are developed resulting in effective collaboration.</li> <li>Active participation in community engagement events.</li> <li>Allocated activities are completed within expected timeframes.</li> </ul>

<ul style="list-style-type: none"> <li>• Develop positive relationships with colleagues that facilitates working within a collaborative framework based on the principles of effective communication, mutual respect and trust.</li> <li>• Attend and actively participate in team meetings, case discussion, and internal and external supervision to ensure quality of practice and professional development.</li> <li>• Attend and participate in triage meetings, as required.</li> <li>• Actively contribute to the development of the program through involvement in internal forums, case conferences and development projects as required.</li> <li>• Ensure compliance to support Mental Health Accreditation in the Pilbara.</li> </ul>	<ul style="list-style-type: none"> <li>• WHS orientation is completed on time; participation in mandatory and other relevant in-service (internal &amp; external) training is maintained.</li> <li>• Active contribution is made to program development.</li> </ul>
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*Note - The duties listed in this position description may not be all encompassing. Employees may be required to perform other reasonable duties as requested.*

## Work Health and Safety

Everyone is responsible for safety and must:

- Maintain a safe working environment for themselves and others in the workplace
- Ensure required workplace health and safety actions are completed as required
- Participate in learning and development programs about workplace health and safety
- Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries.

## Purpose and values

- Actively support Mission Australia's [purpose and values](#)
- Positively and constructively represent our organisation to external contacts at all opportunities
- Behave in a way that contributes to a workplace that is free of discrimination, harassment and bullying behaviour at all times
- Operate in line with Mission Australia policies and practices (e.g. Financial, HR, etc.)
- Promote and work within Mission Australia's client service delivery principles, ethics, policies and practice standards
- Contribute to an organisational culture that promotes Mission Australia's [commitment to the safety and wellbeing of all children and young people](#)
- Actively support Mission Australia's [Reconciliation Action Plan](#).

## Recruitment information

**Qualification, knowledge, skills and experience required to do the role**

- Tertiary qualifications in Counselling, Social Work, Psychology, or equivalent will be required for this role.
- Current driver's license class C.
- Experience in counselling and case management preferred.
- Excellent communication skills both written and verbal.
- Knowledge of mental health issues and working with people in regional/remote areas.
- Knowledge and understanding of the non-government mental health sector.
- Demonstrated keyboard skills and computer literacy including the suite of Office programs.
- Strong interpersonal skills and problem solving capabilities.
- Ability to handle multiple tasks and competing interests.
- Ability to deal with ambiguity and complexity.
- Action oriented and takes accountability to achieve results in line with set timeframes.
- Proven ability to build and maintain sustainable internal and external relationships.
- Demonstrated experience working and collaborating effectively with others, ensuring key stakeholders are involved, sharing information and ensuring people are kept informed of progress, changes and issues.

#### Key challenges of the role

- Working within a multidisciplinary team spread across a wide geographic area.
- The willingness and ability to live and work in a remote location.
- The ability to stay within the low intensity psychological intervention funding framework of the service for people who present with complex needs.

#### Compliance checks required

Working with Children Check	<input checked="" type="checkbox"/>
Vulnerable People Check	<input type="checkbox"/>
National Police Check	<input checked="" type="checkbox"/>
Driver's Licence	<input checked="" type="checkbox"/>
Reasonable evidence of full vaccination against COVID-19	<input type="checkbox"/>
Other (prescribe)	<input type="checkbox"/>

**Approval** Amanda MacBride, Program Manager

23/08/2023

**Manager name**

**Approval date**