

Position Description

Key Support Worker – Homebased Outreach Support

Mental Health Services Program

Position Title: Key Support Worker – Homebased Outreach Support	Department: Mental Health Services
Reports to Position Title: Team Leader Mental Health Services	Site Location: Primarily located at 1220 Sturt Street, Ballarat. May be required to work at other program sites.
Classification: Level 3	Last Reviewed on: 27/8/10

About Centacare Ballarat

Centacare, Catholic Diocese of Ballarat Inc (Centacare) is the body that represents the social welfare apostolate of the Catholic Church throughout the Diocese of Ballarat. Centacare provides a range of social services to the communities of Western Victoria, encompassing an area from the NSW border (Mildura to Swan Hill) to much of the coast of SW Victoria, from the border with SA to the east of Ballarat. The organisation currently has offices in Ballarat, Mildura, Red Cliffs, Swan Hill, Warrnambool, Hamilton, Horsham and Bacchus Marsh and outreach services to Daylesford, Ararat and Colac. Centacare delivers its services with funding support mostly from the Federal and State Governments and works collaboratively with both governments and other community service organisations. It integrates a range of programs across its portfolios of Community Services (including mental health, homelessness and advocacy services), Family Services, Youth Services and Vocational and Employment Services, many areas of service having a significant outreach component. Over 150 staff are currently employed by Centacare across Western Victoria.

Centacare's Mission, Vision and Values

Centacare is committed to the provision of services which support people to live with choice and opportunity and free from discrimination, so that its vision of "life-giving communities in a just society" can approach reality. The values that guide services to the community are respect, justice, collaboration, community, integrity and accountability. Those involved in Centacare's service provision demonstrate these values in their daily work.

About Centacare's Mental Health Services

Centacare's Mental Health Services assists those who experience the effects of psychiatric illness to develop and maintain a quality lifestyle using a recovery focused evidenced based family inclusive approach and to participate in the wider community.

Centacare's Mental Health Services, incorporates:

- Residential Rehabilitation for Young Adults (MASC – Making A Significant Change)
- Home Based Outreach Support
 - Mother Support Program
- Moderate Homebased Outreach Support
- Intensive Homebased Outreach Support
- Respite Program

Summary of Role - Key Support Worker – Homebased Outreach Support

The Key Support Worker will support clients living in the community with a serious mental illness, and who may also have complex needs, e.g. Intellectual disability, alcohol and/or other drug issues. The worker will assist the client in identifying goals, developing and/or maintaining skills and using resources within their community in order to maintain independent living.

The worker will:

- provide a high quality, flexible, outreach, recovery focused evidenced based and family inclusive service to clients;
- work within a recovery focused framework of psychosocial rehabilitation, where the client identifies goals and directions and is guided and assisted by the support worker to achieve them; and
- develop collaborative arrangements with relevant services, including housing, specialist mental health and generalist health services.
- shift and weekend work may be required. Penalty rates are applicable.

The position will work with people primarily aged 18 to 64.

Main activities in each Key Result Area

Key Result Area	Major Activities
Service provision	<ul style="list-style-type: none"> • Complete client assessment in accordance with service criteria. • In consultation and collaboration with clients, their carers and other staff, develop, implement, evaluate and amend Individual Program Plans, (IPP's), including exit planning. This will include assessment of changing needs and regular review of goals. • Monitor client's social, emotional, mental and physical health in a proactive manner, and ensure appropriate interventions take place in a timely fashion. • Assist clients to set goals and empower them in the development of strategies to actualise goals within the environment of a therapeutic community and plan exit strategies. • Work with clients as a role model to assist in the development of and maintaining activities if daily living. At times this will include direct teaching of these skills. • Participate in case planning in collaboration with relevant service providers. • Provide support to clients by encouragement, motivation, group participation and presentation as a positive role model. • Work within a recovery focused framework of psychosocial rehabilitation, where the client identifies his/her goals and directions of the support relationship. • Maintain records and data as required. • Other duties as delegated by management, including performing duties in other Centacare mental health programs.
Public relation and community liaison	<ul style="list-style-type: none"> • Engage with the community, networks and organisations to actively engage clients and their families. • Develop, maintain and strengthen existing linkages with a range of health, mental health and community support services. • Assist other services in the catchment area to continually develop appropriate service structures and processes to improve their capacity to respond to people with a mental illness and their families. • Identify community concerns in a proactive manner and bring these to the attention of the Team Leader so that preventative strategies or resolution can

	<p>be reached in an efficient and timely manner.</p>
Quality	<ul style="list-style-type: none"> • Maintain a focus on quality improvement and contribute to Centacare's quality development. • Assist to monitor and evaluate standards for service delivery and ensure legislative compliance. <p>Participate in an ongoing evaluation process with a focus on client outcomes, service responsiveness and flexibility, and staff satisfaction.</p>
Development of team work and professional support	<ul style="list-style-type: none"> • Participate in problem solving with team members on client and programmatic issues. • Participate in the development, implementation and maintenance of processes to promote communication within the team, with management, and with other service providers. • Participate in staff performance reviews. • Contribute to the planning, development, evaluation and problem solving related to the delivery of quality programs and services across programs. • Providing skilled assessment and recommendations for addressing client or program needs. • Participate in team, program and organisational meetings as required. • Maintain a high level of professional standards.
Education & professional development	<ul style="list-style-type: none"> • Contribute to and participate in the Community Services program and other organisational professional development programs. • Support the placement and supervision of students from tertiary training institutes. • As directed by management support the induction and orientation of students and new staff, including volunteers. • Maintain own professional knowledge, skills and professional registration where appropriate.

Key Selection Criteria

The successful candidate will have:

- A tertiary qualification in Mental Health (psychiatric nursing, social sciences, psychosocial rehabilitation, certificate IV in mental health).
- Community based experience working with people who have a serious mental illness and an understanding of the issues that face clients who experience mental illness, dual diagnosis and other drug and alcohol related issues.
- Excellent interpersonal and communication skills, with the ability to liaise with people with mental illness, carers, specialist staff and community service providers.
- Demonstrated knowledge of relevant legislation and current policies, procedures and guidelines pertaining to the target group.
- Experience and/or demonstrated ability to perform case management.
- Experience or demonstrated ability to work within recovery focused psychosocial rehabilitation and community development frameworks, with an understanding of issues for people experiencing serious mental illness and living in the community.
- Comprehensive understanding of the issues relating to people with a mental illness and their families/carers.

Highly Desirable skills and experience

- Proven ability to work as a member of a team.
- Competent level of computer literacy.
- A good knowledge of the values espoused by Centacare.
- First Aid Certificate.

Essential requirements

- The provision of a successful Police check and Working with Children Check (or evidence to indicate an application has been made and is in progress).
- A current Drivers License without restrictive conditions.

Remuneration

The Key Support Worker Homebased Outreach Support will be remunerated in accordance with the SACS Award and the Centacare Remuneration Salary Scale (\$41,104 - \$43,950). As staff of a charitable organization, Centacare staff are eligible to participate in salary sacrificing arrangements.

Inquiries can be directed to Mr Kelvin Wilson 03 53 367 900

All applications addressing Key Selection Criteria, your resume and contact details of 3 referees should be forwarded **electronically** by close of business **15 September 2010** to

Human Resource Management
Centacare, Catholic Diocese of Ballarat
HR@centacareballarat.org.au