



POSITION DESCRIPTION

POSITION INFORMATION	
Position Title:	Mental Health Support Worker
Position Term:	Fixed term
Hours:	0.8 EFT
Agreement:	Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2017
Location:	Inspiro currently has sites at Lilydale and Belgrave. Your employment is not site specific. The position may be based at Lilydale, Belgrave or outreach sites and you may be required to work across sites and within the community, according to the needs of the program as determined by your Line Manager.
Team:	Mental Health & Family Services
Reports To:	Clinical Operations Manager – Mental Health & Family Services
Date:	May 2020

ABOUT INSPIRO

Inspiro is a local, not-for-profit health service providing allied health, counselling, dental and health promotion services to the Yarra Ranges community.

Our Vision:

Inspiring healthier lives. Our vision is to inspire as many people as we can to identify and achieve their own health goals.

Our Values:

Friendly: we offer a welcoming and accessible place where people are treated with respect and dignity.

Client centred: We support the right of each individual to set their own health goals and actively work alongside and empower people to reach them.

Local: we provide a strong community membership, board and workforce which keeps us grounded on what is important for clients.

Our work environment is based around the workplace values of respect, recognition, collaboration, openness, integrity and empowerment.

POSITION SUMMARY

Inspiro is partnering with Access Health & Community, Carrington Health and Oonah Belonging Place to deliver the Outer East Mental Health Stepped Care Program funded by Eastern Melbourne Primary Healthcare Network (EMPHN).

The Mental Health Support Worker will provide care coordination and case management support to consumers in the Mental Health Stepped Care program. The Mental Health Support Worker will work as a part of the multidisciplinary Stepped Care team to develop Collaborative Care Plans and support consumers working towards recovery-oriented goals. The role will include both direct support/case management, facilitation of group programs and coordination of shared care to meet the consumer's recovery-oriented goals.

POSITION RESPONSIBILITIES AND DUTIES

DIRECT SUPPORT

- Conduct regular clinical reviews with the client and their care team to re-assess their clinical staging and review the Collaborative Care Plan
- Conduct clinical risk assessments and implement risk management plans as appropriate
- Assist clients to navigate service systems using step up/step down approaches and service coordination, and make referrals internally and externally as required
- Work collaboratively with consumers, family/carers and other health professionals to develop and implement Collaborative Care Plans that include short-term and long-term recovery goals
- Liaise with referrers and GPs in relation to reviewing consumer progress and ensure good communication with the care team
- Develop and co-facilitate group-based interventions for consumers
- Provide services in both face-to-face and telehealth modalities
- Participate in shared care with internal and external services, including attendance at care team meetings, case coordination and clinical reviews
- Work within the scope of practice defined for the role and as agreed with line manager

PARTNERSHIPS AND NETWORKING

- Work with the consumer and their care team to coordinate shared care where multiple services are involved
- Support the establishment of referral pathways and connections with key stakeholders, including GPs, hospitals, Alcohol and Other Drugs (AOD), primary care, mental health and community services
- Participate in the 'community of practice' with other Stepped Care clinicians
- Represent the service as required in a professional and ethical manner

TEAMWORK AND PROFESSIONAL DEVELOPMENT

- Be committed to ongoing professional development and undertake annual mandatory training.
- Participate in the creation of a culturally safe environment for staff, clients and the community in line with Inspiro's commitment to cultural diversity and inclusiveness

- Ensure Inspiro’s services are accessible, client focused; developed, delivered and evaluated in partnership with our diverse communities.

QUALITY, SAFETY, REPORTING AND CLINICAL GOVERNANCE

- Participate in regular staff meetings, operational (line management) supervision and professional development
- Participate in regular clinical supervision, which includes self-reflection, self-care, risk management and identification of needs
- Conduct a clinical review with all consumers at least every three months
- Participate in quality and service improvement activities to continually improve consumer care
- Administer clinical outcome measures and screening tools (such as the K10) to consumers as required
- Report and document any clinical or other risk incidents which occur, and participate in incident investigation processes where required
- Record all clinical notes, client contacts and outcome measures in electronic databases and reporting systems as required
- Ensure all procedures and policies are followed to support safe and effective service delivery (including occupational health and safety standards) and participate in quality improvement where required
- Ensure all legislative requirements (including those relating to mandatory reporting) are followed, and all clinical and OH&S incidents/hazards are accurately and promptly reported in the VHIMS Central database
- Maintain a professional code of conduct and participate in on-going professional development in accordance with annual work plans
- Contribute to the team and participate in a supportive team culture
- Assist in the general review and evaluation of the Stepped Care Mental Health program

WORKPLACE HEALTH AND SAFETY

- Comply with best practice infection control guidelines.
- Comply with all OHS guidelines and contribute expertise when required, to maximizing the safety of staff and clients of the organisation.

PERFORMANCE OBJECTIVES AND INDICATORS

Performance Targets

- Ensure that service targets and KPIs are met
- Collect and share relevant information about consumers in compliance with relevant legislation and program guidelines

Practice Framework

- Compliance with credentialing and accreditation requirements
- Compliance with Inspiro policy and procedures
- Compliance with documentation and data reporting requirements
- Compliance with file audits and peer review

Performance objectives and indicators will be discussed with your manager and a workplan developed.

KEY SELECTION CRITERIA

Qualifications, knowledge and experience

- Relevant mental health qualifications (such as social work, counselling, alcohol and other drugs, community work or similar field) with a minimum 2 years' experience working with clients in mental health, AOD or related fields
- Excellent understanding of mental health treatment services and referral pathways, with particular focus on the Eastern Region of Melbourne
- Demonstrated experience in working with complex clients to develop collaborative care plans and provide goal-directed care
- Experience and training in conducting clinical risk assessments and implementing risk management plans with clients

Key skills and attributes

- Possess an empathic, innovative and professional therapeutic style
- Excellent organisation, time management and problem-solving skills
- Ability to work within a dual-diagnosis framework with consumers across the lifespan
- Ability to work creatively and safely with consumers from diverse backgrounds, including LGBTIQ, CALD and Aboriginal and Torres Strait Islanders
- Ability to work independently and as part of a multi-disciplinary team
- Ability to organise workload, set priorities and meet performance targets and deadlines
- Proficiency with electronic health record systems (such as TrakCare or FIXUS) and Microsoft Office programs (Word, Excel, Outlook and PowerPoint)
- Willingness to expand your current skillset to meet the needs of the service
- Current Victorian Driver's Licence and ability to drive a range of vehicles as required.
- Current Working with Children Check valid for employment purposes

Employment is subject to a police check. Persons who have worked overseas may be required to obtain an international police check.

ACKNOWLEDGMENT

I acknowledge and agree with the above position description.

Signed:

Employee Name:

Date: