

POSITION DESCRIPTION

Position Details

Position Title:	Community Support Worker – Personal Helpers and Mentors (PHaMs) Program
Position Number:	MH17
Site / Department:	Mental Health Team
Full Time Equivalent:	0.6 eft
Award:	SACS Award 2000
Classification:	Community Development Worker CL2A Yr 9 (current hourly rate: \$26.86)
Date of Review:	30 June 2011 (contract position)

Gateway Community Health Context

Vision: We are recognised as a leader in services that enhance community health and wellbeing through innovation and partnerships.

Values:

- Respect** - we uphold the integrity and worth of each person and value everyone's thoughts and beliefs
- Innovation** - we creatively explore solutions
- Collaboration** - we achieve more by working together
- Responsiveness** - we listen, act, evaluate and are flexible in our approach
- Empowerment** - we build strengths, skills and resilience
- Trust** - we work with openness, honesty and good intent
- Transparency** - we are open and accountable in all that we do
- Holistic Approach** - we recognise the importance of understanding the whole person and the context in which they live
- Learning** - we provide a supportive, creative, diverse and growth based environment for learning

Position Summary

Gateway Community Health (GCH - formerly *Upper Hume Community Health Service*) operates a range of programs and services across north-east Victoria and southern NSW, with a primary focus on the Upper Hume region of Towong, Indigo and Alpine (Kiewa arm) Shires and the City of Wodonga. Services are provided within six teams (see organizational chart) and include: alcohol, tobacco and other drugs, counselling and support (including gambler's help and family violence programs), families and youth (including parenting and school-focused programs), health promotion, business services and mental health.

The Community Support Worker – PHaMs program position is part of the Mental Health Team, which offers psychosocial rehabilitation and recovery programs. These comprise the Get Together (GT) House day program (funded by the Victorian Department of Human Services), and the Commonwealth Government's *Support for Day 2 Day Living in the Community* initiative (D2DL). GT House has been in operation since 1997, providing a range of group and individual services and programs to people aged 16-64 living with mental illness and psychiatric disability, including those with co-occurring substance use issues. The programs are run in two streams: adult (ages 27-64) and young people (ages 16-26). The D2DL program is integrated within GT House, has been operating since 2007, and has recently been extended to 2011.

The PHaMs program has been funded from the Commonwealth Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA) to provide increased opportunities for recovery for people aged 16+ living in North-east Victoria who have a severe functional limitation as a result of a severe mental illness. The planned outcomes for participants are: increased access to appropriate support services at the right time; increased personal capacity and self-reliance; and increased community participation. It operates on an outreach model, and incorporates peer support workers within the team.

The Community Support Worker – PHaMs program is responsible for working with a caseload of up to 12 people (pro rata) who have a severe functional limitation as a result of a severe mental illness. They will provide an outreach-based key worker role encompassing: screening and assessment; participant engagement; education about mental illness and recovery; assisting the participant to develop and action their individual recovery plan; assisting the participant to access appropriate services and community activities; and providing education and referral for carers and family members as appropriate.

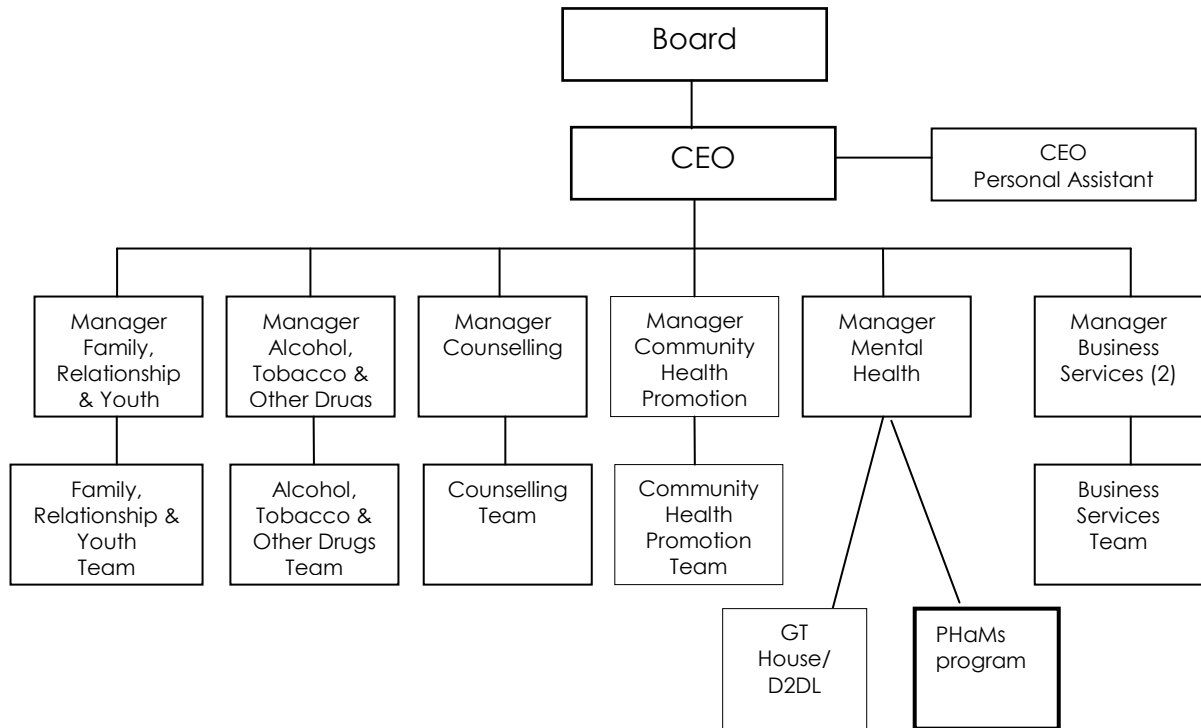
Services will be provided across North-east Victoria, and the Community Support Worker – PHaMs program may be required to travel long distances, have regular overnight stays in outreach areas, or to operate from office space in Wangaratta, in order to meet identified needs in the community.

Organisational Relationships

Reports to:	Team Leader, PHaMs program
Supervises:	Students and/or volunteers at times
Is a member of:	PHaMs Program team Mental Health Team

Liaises with: Other PHaMs Program and Mental Health Team members
Other GCH staff
Referring agency staff

Organisational Structure



Organisational Responsibilities

- To participate in, promote and develop programs in accordance with GCH vision and mission statement.
- To ensure the workplace safety of yourself, your colleagues and your clients at all times.
- To ensure you comply with and embrace the principles of equal opportunity and do not in any way discriminate against colleagues and/or clients.
- To participate in the ongoing quality improvement principles and practices throughout the agency.
- To adhere to all relevant laws and legislation as set out in the Policies and Procedures of GCH.

Generic Responsibilities

- Demonstrate and promote an understanding of and commitment to working within a recovery-oriented framework, utilizing the principles of psychosocial rehabilitation.
- Develop trusting, supportive and therapeutic relationships with all participants of the service, and utilize these relationships to assist individuals to work towards their rehabilitation and recovery goals.

- Establish and maintain effective working relationships and professional credibility within the Mental Health, Drug and Alcohol and Community Health sectors, clients, families/carers, GP's, other service providers and the wider community.
- Collect and collate data on client contact in accordance with GCH and FaHCSIA requirements.
- Develop and maintain individual client files, maintaining confidentiality of client information at all times.

Position Specific Responsibilities

- Undertake assessment, engagement and planning processes with a caseload of up to 12 participants (pro rata) and assist them to develop an individual recovery plan, in collaboration with carers and other service providers as appropriate.
- Provide individualized outreach-based support, coaching and education with a defined caseload of up to 12 participants (pro rata) to inspire hope, and assist them to develop skills, increase confidence and personal capacity, and increase community participation.
- Support a defined caseload of up to 12 participants (pro rata) to identify and access a range of support or treatment services, community facilities, leisure activities, educational options or employment, as identified within their individual plan.
- Provide support and education to identified community agencies and individuals, to enable them to more readily include mentally ill people in their agencies and communities.
- Provide education, support and referral to carers and families of participants, to aid their understanding of mental illness and facilitate their assistance in the recovery journey of participants.
- Undertake regular liaison with clinical case management, other psychiatric disability support agency staff, alcohol and other drug workers, general practitioners etc. in order to ensure continuity of care and provision of comprehensive services, and to make and receive referrals.
- Promote the PHaMs program to key stakeholder, referral agencies, potential participants and the general community.
- Encourage and actively support consumer participation at all levels of program planning and service delivery.
- Assist the Mental Health Manager to develop policies, guidelines and project submissions in consultation with co-workers, participants and carers to ensure the effective operation and development of the service.
- Assist the Mental Health Manager to regularly evaluate the effectiveness of the service, in consultation with participants, carers and other service providers as appropriate.
- Assist with and contribute to the education, support and supervision of students on placement.
- Participate in staff and team meetings, staff development programs, supervision and staff appraisal.
- Engage in Mental Health Promotion, community development and community education activities as required.

- Other duties as directed.

Applications - Key Selection Criteria

Applications for this position will be considered initially on the basis of each applicant's response to the following **Core Selection Criteria**. These criteria have been chosen as those reflecting the essential core requirements for appointment to the position.

Skills and experience:

1. Experience in the provision of psychosocial rehabilitation services, including key worker/support worker roles.
2. Excellent communication skills, including the ability to establish therapeutic relationships, undertake advocacy and education functions, inspire hope and promote recovery. Skills in the use of information technology (word processing, data entry, and e-mail) will be required, and a high level of written communication skill is expected.
3. An understanding of and commitment to recovery and rehabilitation principles, and the ability to promote these principles.
4. An understanding of and commitment to consumer participation at all levels of program planning and service delivery.
5. Experience and skills in working with people with co-occurring mental illness and substance use problems would be an advantage.
6. Experience and skills in interagency collaboration would be an advantage.
7. Ability and willingness to travel for work purposes. A current driver's licence is essential.
8. Some flexibility in working hours may be required to support the objectives of this position.

Qualifications:

Relevant qualifications in the health/human services field or similar are desirable.

First Aid qualifications are desirable.

Note: *People with personal experience of mental illness (e.g. consumers or carers) who fulfill the above criteria are encouraged to apply.*

Enquiries regarding this position should be forwarded to:

Laurie Fitzpatrick,

PHaMs Team Leader

Gateway Community Health

Phone: 02 6022 8888

Email: lfitzpatrick@gatewaycommunityhealth.org.au

Selection Process

The selection process for this position will incorporate the analysis and assessment of all applications received by a Selection Panel which will determine a short list for interview. At this stage in the process the Selection Panel may call for reports from referees. All applicants not selected for interview will be immediately advised. Short listed applicants will be interviewed and the Selection Panel will contact the business referees for the recommended candidate/s, receive appropriate reports and make its recommendations. Additional interviews and other assessment tools may also be used as part of this process. Following approval of the appointment, all applicants will have the right to request feedback from the Selection Panel regarding any aspect of their application or the selection process.

All positions at GCH require employees to have a current police check. It is the responsibility of the employee to obtain a police check before employment with GCH can commence. For information and an application form visit: www.police.vic.gov.au and go to "Our Services" then to "Police Check".

Written applications for the position should include the names of at least three (3) business referees, including current/previous Managers or Supervisors. Applications should be forwarded by **5.00pm Friday 13th August, 2010** to:

The Chief Executive Officer

Gateway Community Health

**155 High Street
Wodonga VIC 3690**

Please mark all applications '**Confidential - Application for Vacant Position Number MH17**'

Declaration

I acknowledge that I have read the Position Description and understood its contents and agree to work in accordance with the requirements of the position. I understand and accept that I must comply with the policies and procedures of the Gateway Community Health.

Surname: _____ Given Names: _____

Signature: _____ Date: _____