

## Position description

Title of the role:	Support Worker
Program Area:	Housing and Accommodation Support Initiative (HASI)
Location:	South Western Sydney
Reports to:	Coordinator Recovery and Rehabilitation
Last Revised:	September 2017

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### Wellways

Wellways works with individuals, families and the community to help them imagine and achieve better lives. We connect people, strengthen families and transform communities for individuals of all ages experiencing disabilities or challenges to their social and emotional wellbeing.

### Our Vision

An inclusive community where everyone can imagine and achieve their hopes and potential.

### Our Values

#### Honesty:

We are open and sincere in all interaction  
We show care and consideration to all our stakeholders  
We take responsibility for our actions

#### Acceptance

We champion and respect all voices and choices  
We accept people no matter how complex their needs  
We see the [person, the family and the community

#### Fairness:

We believe everyone has the right to a fair go  
We challenge social injustice and advocate for change  
We collaborate to solve problems

#### Commitment:

We are committed to our work and we won't give up  
We have the courage to make decisions and are accountable for our actions  
We dare to go down new roads and challenge accepted wisdom

#### Participation:

We promote participation and transform lives and communities  
We value the expertise and contribution of everyone we work with  
We build knowledge and lead conversations

## Recovery Services

Our recovery services are guided by our values and informed by our Community Recovery Model. This approach to Recovery means we work at 3 levels, with the individual, with their families and friends and with the community. Wellways' Community Recovery Model recognises that developing skills, building confidence and strengthening relationships will help people to recover and to live independently. The model provides an evidence based approach to create individually tailored, effective recovery support packages. Wellways assists individuals to develop the capacity to manage their own wellbeing, equip family and friends with information and skills, and engage community members in support networks.



## Advocacy Services

We have a strong advocacy program, informed by the lived experience of people with a mental illness, their families and friends. Members of Wellways play a vital role in developing our advocacy platform. We advocate for systemic change that will create better conditions and improved opportunities for people with a mental illness and their families.

All our recovery services and advocacy programs:

- Support and create opportunities for recovery
- Value cultural diversity
- Value peer participation and leadership (consumer and carer)
- Are underpinned by evidence-based best practice

## Position Summary

Wellways has a number of programs providing services within the South Western Sydney region consisting Mental Health Rehabilitation & Recovery Services, Suicide Prevention and Postvention Grass Roots in mental health and a range of Peer Facilitated Education Programs.

The Housing and Accommodation Support Initiative is designed to work with participants to address key areas that support people who have mental health issues so they can maintain successful tenancies and participate in their communities. This support often results in improvements in their quality of life and, most importantly, assists in their recovery from mental illness. A key outcome will be supporting the participant to identify and nurture natural supports that sustain recovery and assist in the development of self-management skills.

Using Wellways' Community Recovery Model, the Support Worker will provide practical support to people with a mental illness through the Housing and Accommodation Support Initiative.

The goals of the program are to:

- Assist participants in developing and sustaining social connections and strengthening family relationships
- Provide participants with support with living skills to improve quality of life at the agreed level of participation based on individual needs
- Increase overall quality of life, physical health and wellbeing for participants
- Encourage and promote social inclusion, including increasing participant access to obtain meaningful employment and/or participate in education or training
- Assist participants with housing outcomes including maintaining home environment and rectifying any property maintenance needs
- Work cooperatively and collaboratively with team members as well as other support services to ensure participants are receiving the support and assistance they require to achieve individual goals and plans.

Work will be guided by Wellways' evidence based Practice Frameworks:

- Intentional Peer Support
- Supported Education
- Individual Placement and Support (Employment)
- Family Education
- CALD Recovery Principles
- Working with people from Aboriginal and Torres Strait Islander backgrounds
- Working with GLBTIQ people

Our Practice Frameworks identify a range of tools and processes to assist participants to develop the confidence and capacity to manage their own wellbeing; equip family and friends with information and skills; and engage community members as mentors and supports.

Under the support and direction of the Coordinator Recovery & Rehabilitation Services, this role works with the team and other key internal and external stakeholders in the ongoing development and effective implementation of program plans.

Refer to Attachment 1 for a reference to the overall Wellways organisation structure and for the relationship lines in context of the role.

## Responsibilities

Key Functions	Key Performance Indicators
<p><b>Provision of recovery oriented practice</b> Working within the principles of recovery orientated mental health practice</p>	<p>In the context of the individual, family, community and the principles of recovery, the Support Worker will:</p> <ul style="list-style-type: none"> <li>Engage participants, their families and friends in the program where appropriate and develop professional and trusting working relationships</li> <li>Conduct regular face to face support visits to connect with the person and to monitor and offer support around key areas</li> <li>Encourage linkages into a range of activities to support achievement of goals, including all other Wellways services</li> <li>Provide direct practical support to participants to attain the skills required to meet the goals identified to ensure social inclusion, including group activities as appropriate.</li> <li>Provide support to access activities and opportunities that promote independence</li> </ul>
<p><b>Consumer and carer participation</b> Engage in ongoing consultation with participants, carers and other relevant parties</p>	<p>This will be achieved through:</p> <ul style="list-style-type: none"> <li>Engaging participants in providing feedback about Wellways services</li> <li>Providing services in a culturally competent manner for participants and families from Culturally and Linguistically Diverse (CALD) backgrounds</li> </ul>
<p><b>Administration</b> Ensure all documentation is completed in a timely and accurate manner</p>	<ul style="list-style-type: none"> <li>Ensure that all operational and administrative requirements including case notes and data are met.</li> <li>Maintain safe work practices and a safe and healthy environment in accordance with occupational health and safety policies and legislation</li> <li>Ensure adherence to Wellways' policies and procedures and all relevant legislation and accreditation standards</li> <li>Participate in service review and development activities</li> </ul>
<p><b>Team Effectiveness</b> Working as an active member of the program team to ensure the achievement of program goals and the application of best practice frameworks.</p>	<p>This will include:</p> <ul style="list-style-type: none"> <li>Working as part of the team on the basis of an ethos of collaboration, co-operation and mutual support</li> <li>Support for, and on-going development of, an environment based on shared accountability and effective knowledge sharing</li> <li>Co-operating with all team members in order to ensure continuity of care and the provision of an exceptional service offer</li> <li>Actively participating in team meetings, service planning sessions, PDR supervision and staff development activities</li> </ul>
<p><b>Stakeholder Engagement</b> Working with the wider community and key stakeholders to support value adding participant outcomes</p>	<ul style="list-style-type: none"> <li>Working with the service system and the community to ensure an integrated response</li> <li>Participating in program promotion and developing appropriate linkages with other services</li> <li>Assisting in the support of volunteers and students</li> </ul>

## Essential Requirements, Knowledge, Experience and Skills

<p><b>Qualifications &amp; Essential Requirements</b></p>	<ul style="list-style-type: none"> <li>• Relevant qualifications or commensurate experience in working in a support role for people with a mental illness, generally a Certificate IV qualification or above</li> <li>• Experience in working with diverse groups including Aboriginal and Torres Strait Islander, refugee groups and LGBTIQ groups</li> <li>• Current valid Driver’s License and the ability to undertake travel for the role</li> <li>• Appropriate IT skills</li> <li>• Working with Children Check</li> <li>• Right to Work within Australia</li> <li>• Satisfactory Police Records Check</li> </ul>
<p><b>Technical Knowledge and Experience</b></p>	<p>Required:</p> <ul style="list-style-type: none"> <li>• Demonstrated experience and skills in working within programs for people with a serious mental illness or their carers</li> <li>• An understanding of how social inclusion principles are applied to service delivery for people with serious mental illness</li> <li>• An ability to provide culturally competent services appropriate to the needs of people from diverse backgrounds, including people from Aboriginal and Torres Strait Islander and CALD backgrounds</li> </ul> <p>Desirable:</p> <ul style="list-style-type: none"> <li>• First Aid Certificate, or willing to obtain</li> </ul>

<b>Skills</b>	<p><b>Communication:</b></p> <ul style="list-style-type: none"><li>• Effective communication skills with people from a variety of backgrounds, including people from CALD backgrounds</li><li>• Well-developed verbal and written skills, including the ability to write case notes.</li></ul> <p><b>Interpersonal:</b></p> <ul style="list-style-type: none"><li>• Strong skills in developing and maintaining relationships with participants, staff and other key stakeholders</li><li>• Demonstrated empathy and treats all people with dignity and respect</li><li>• Able to work in partnership with individuals with a mental illness, their families and friends, as well as other members of staff and external stakeholders</li><li>• Able to facilitate active participation by people with mental illness, their families and friends</li><li>• Able to advocate effectively for participants, their families and friends, based on their choices</li><li>• Strong problem solving skills and ability to think creatively</li></ul> <p><b>Self Management:</b></p> <ul style="list-style-type: none"><li>• Understanding of, and adherence to, professional ethics and boundaries</li><li>• Demonstrate self-reflective practice, able to identify areas for further professional or personal development, as well as actively participation in regular supervision</li><li>• Ability to work alone, off site and independently</li></ul> <p><b>Information Technology:</b></p> <ul style="list-style-type: none"><li>• Competent in Microsoft Office Suite</li><li>• Proficient in the use of technology</li></ul>
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## Additional Information

This position description may be modified from time to time to reflect organisational changes. Any changes will be discussed and agreed with the incumbent.

Financial Delegation: As per delegation schedule

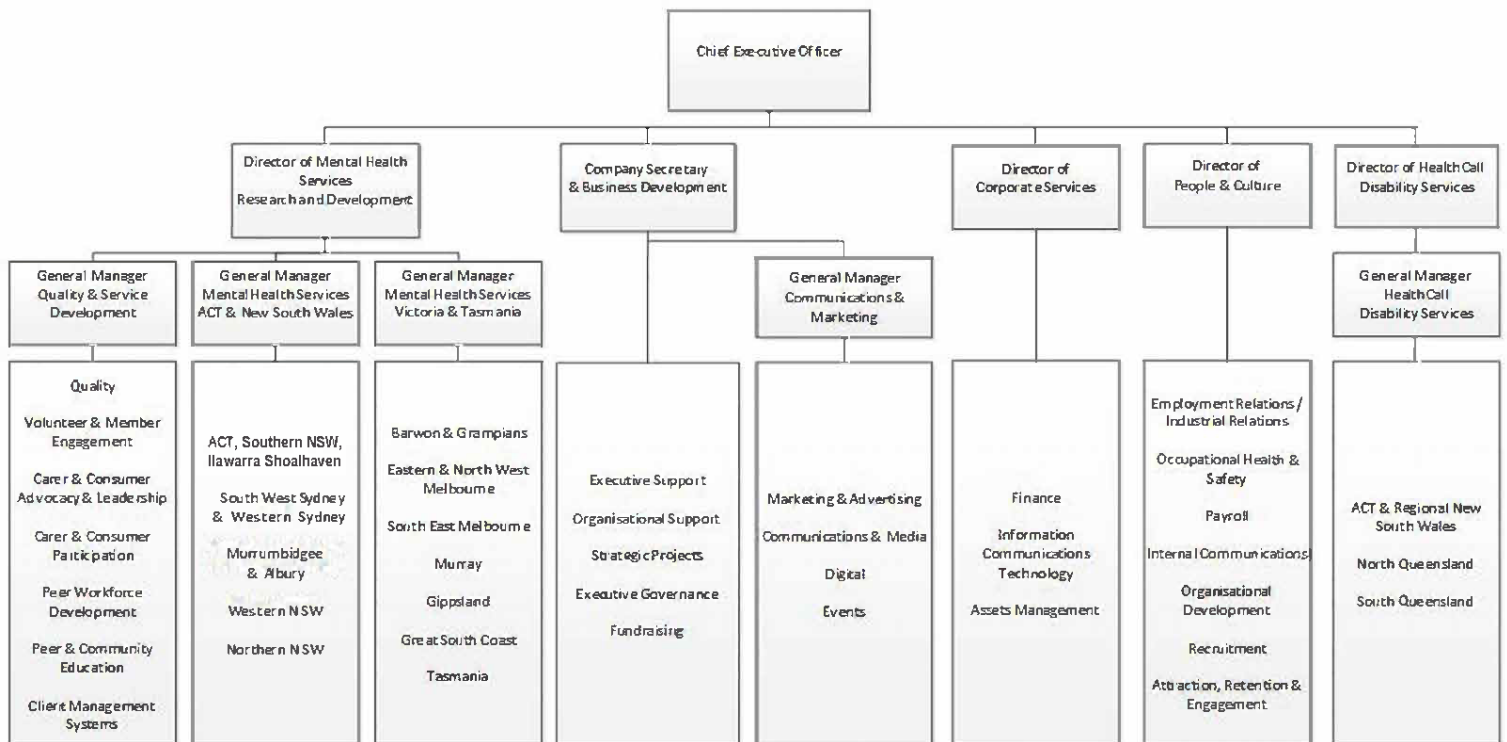
People – Number of Directs: n/a

Travel Percentage: As Required

On Call: n/a

Special Requirements: n/a

## Wellways Organisational Structure



## Position in Context

