



Community Mental Health Programs Personal Helpers and Mentors (PHaMs) Position Description

Position Title	Case Worker NDIS /PHaMs (Peer)
Classification & Salary	Terms and conditions are in accordance with the Labour Market Assistance Industry Award 2010 Training and Placement Officer Grade 2, with the pay point dependent on experience. Salary packaging provisions are available. All other payments and conditions specified in the organisation's contract of employment shall apply.
Accountability	NDIS / PHaMs Area Manager

Organisational Context

JobCo. is a community based not-for-profit organisation which has been delivering a comprehensive range of employment and support programs and services since 1994. JobCo. delivers PHaMs from sites in Brunswick, Moorabbin and Fitzroy. JobCo's other programs and services include:

- Indigenous Careers Pathways
- Carers and Work
- Disability Employment Services (DES)
- Training and Traineeships
- National panel of Assessors (NPA)
- Apprenticeships Matter

Our values are reflected both in the services we provide and in the investment of staff from a broad range of disciplines and cultural backgrounds

Program Information

Personal Helpers and Mentors (PHaMs) provides intensive support to people living in the community who experience a mental illness. Support is provided in an outreach capacity, program delivery is highly flexible and varied as it is based on the needs of the participant. It may include formal case management tasks, support to access social activities, advocacy and or support to learn and complete activities of daily living. PHaMs is a recovery focused and strength based program, based on the principle that people who experience a mental illness can lead a fulfilled life and be a valuable member of the community with the same opportunities as other people.

PHaMs is funded by the Australian Government Department of Social Services (DSS) and is a part of their Community Mental Health Programs.

National Disability Insurance Scheme (NDIS) is available for Australians up to age 65 who are living with a permanent and significant disability. The NDIS is the new way of providing individualized support for people with disability, their families and carers. The NDIS provides eligible people a flexible, whole-of-life approach to the support needed to pursue their goals and aspirations and participate in daily life. Each individual who is eligible for the NDIS will have an individualised plan developed to suit their unique needs.

More information can be found at <http://www.ndis.gov.au/about-us/our-sites/vic/5-things-about-ndis-vic>
<http://www.ndis.gov.au/>

The NDIS roll out commenced in July 2016

Duties

Features of the Peer specialist role

- Promote a team culture where the views and preferences of participants, family and carers wellbeing is recognised, understood, valued and respected
- Educating the PHaMs team where appropriate about the personal experiences of living with a mental illness rather than clinical or text book knowledge of mental illness
- Representing the perspective of the participant to the PHaMs team to see how mental illness affects them, their family, their lives and how PHaMs and NDIS could support the recovery journey.
- Provide support (where appropriate) to participants that comes from the perspective of someone who has already lived or experienced the recovery journey and can understand, support and encourage them. This may be provided within the context of their allocated case load or provided at the request of participants or other support workers.

PHaMs participants

- Provide individualised and flexible mentoring and support to a minimum caseload of 20 participants (pro rata for part time staff), at a frequency that is in line with the goals and support needs identified.
- Assess needs and eligibility of potential PHaMs participants.
- Engage participants and develop trusting and professional relationships that respect each individual's right to dignity, privacy and independence.
- Utilise the social adjustment assessment tool upon engagement and at regular intervals in order to track progress.
- Develop and monitor Individual Recovery Plans that identifies the goals, skills and strengths of the participant and provides direction and purpose to their service delivery.
- Facilitate and assist participants to develop meaningful strategies that work towards achievement of Individual Recovery Plans including: information provision, community participation, or supporting access to a range of appropriate services (referrals).
- Work within family and carer sensitive frameworks.
- Develop productive, collaborative and professional relationships with other service agencies and organisations.
- Maintain accurate and current case notes, reports and other required documentation in accordance with Funding and Service Agreement requirements.

NDIS – supporting transition

PHaMs staff are expected to provide parallel services in line with DSS PHaMs operational Guidelines 2016-17 to 2018-2019

- Support, advocate and facilitate PHaMs participants to access the NDIS, including assisting them with the NDIA application
- Support, advocate and facilitate PHaMs participants through the planning process of NDIS, to ensure that their NDIS plan meets their identified needs.
- Where appropriate, provide information and support to assist participants to obtain service agreements with a range of programs/ services to fulfil their NDIS plan.
- Support PHaMs participants to engage with the NDIS by providing participants, their families and carers with information about NDIS and guiding them thorough the pathway.
- As the NDIS completes being phased into regions some changes / additions to the above duties may need to occur to incorporate direct service delivery under NDIS plans

Group Work

- Assist in the development and implementation of group activities that are relevant to PHaMs participants' needs e.g. social engagement, mutual support, psycho-education etc. Each site is expected to facilitate at least one group activity per month.

Community Development and Networking

PHaMs

- Develop productive, collaborative and professional relationships with relevant service providers
- Identify and strengthen service provider partnerships to improve support services and referrals for people who experience a mental illness.
- Undertake community development activities that promote acceptance and inclusion of people with mental illness and their carers and create and promote pathways to appropriate services.
- Target program promotion and networking towards identified special needs groups

NDIS

- Develop productive, collaborative and professional relationships with NDIS assessment and planning centres, LACs and other NDIS providers.
- Attract participants of NDIS to JobCo's range of services facilitating service agreements in line with their plans.
- Familiarisation with NDIS guidelines

Other

- Promote the full range of JobCo's programs where appropriate, with a focus on the suite of service delivered under the Community Mental Health Programs.

Professional Practice

- Work effectively, supportively, collaboratively and cooperatively with team members.
- Enhance the quality of service to participants by undertaking professional development relevant to the primary work of PHaMs and NDIS programs.
- Attend regular supervision both internally and externally provided, as per the designated schedule.
- Actively participate in reflective practice through team meetings, decision making processes, service planning and supervision.
- Be actively involved in organisational activities and projects.
- Promote ethical and non-discriminatory behaviours and practices which incorporate respect, dignity, confidentiality and duty of care.
- Always act within JobCo and program policies and procedures

Program Planning and Development

- Participate in the planning, development and evaluation processes of the PHaMs program and NDIS transition
- Participate in the development of an annual business plan that utilises creative and innovative ways to deliver service to the participants of JobCo.

Other

- As the National Disability Insurance Scheme (NDIS/NDIA) commenced in July 2016 and will be phased in Nationally until 2019 some changes to the above duties may need to occur.
- To undertake any other duties or tasks as directed by the Area Manager or NDIS Management team.



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Key Selection Criteria:

1. Lived experience of a mental health issue. Experience and knowledge of being a user of the mental health systems, either public or private and be prepared to share these experiences with others where appropriate.
2. Certificate IV or above (or be working towards the completion of) in an appropriate field such as peer work, mental health, social work, youth work, disability support, community services or other related Health field.
3. Case management experience – ability to coordinate services working within a case management or care coordination framework – ideally within the mental health field
4. Experience working with those who experience a mental illness - particularly people with complex needs and high levels of disadvantage – would be highly regarded
5. Demonstrated ability to build and develop networks, service partnerships and collaborations.
6. Participant recovery focus – demonstrated understanding of and a belief in participant – focused, strength based, trauma informed and recovery orientated models of service
7. The ability and preparedness to work directly with clients in range of tasks such goal setting, psycho education and activities of daily living.
8. Ability to be flexible and adaptable in a dynamic setting, to work autonomously as well as within a small team environment
9. Self-management, communication, organisational and interpersonal skills.

Conditions of employment

- A Victorian Drivers licence is required for this role
- All staff of JobCo. Employment Services are required to adhere to JobCo and Program Policy and Procedures

Before any offer of employment can be made – the following must be provided -

- A Police Check and
- A current Working with Children's Check

Please note that all applicants MUST address the Key Selection Criteria in order to be considered for the position

To be signed upon commencement of employment

Employee's Name: _____
Signature: _____ Date: _____

I have read, understand and agree to carry out the above listed duties to the best of my ability.

Manager's Name: _____
Signature: _____ Date: _____



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Key Performance Indicators

The NDIS / PHaMs Case Worker (Peer) will -

1. Maintain a minimum of 60% face to face activity with participants per week
2. Demonstrate progress towards recovery through improvements in the Standard Client Outcome Reporting (SCORE) across caseloads.
3. Intake and Assessment period must be completed through finalisation of Eligibility Screening Tool within 5 weeks of allocation.
4. Individual Recovery Plans must be produced in line with commencement and reviewed at a minimum of every 3 months. Each plan must be accompanied by a SCORE
5. Monthly file audits must achieve 100% compliance
6. Complete all reporting within defined deadlines
7. Networking – conduct at least 8 networking activities each month with a focus on individual portfolio or specialist contract

To be signed by NDIS / PHaMs Case Worker (Peer)

I _____ have read, understand and agree to abide by the terms of the Staff Key Performance Indicators contained therein to the best of my ability.

Signed: _____ Date: _____
(Employees Signature)

Witnessed by: _____
(Team Leader Name)

Signed: _____ Date: _____