



Wuchopperen
HEALTH SERVICE LTD

POSITION DESCRIPTION

Position Title:	Mental Health Support Worker
Classification:	Social and Community Service Grade 5 Wuchopperen Health Service Limited Enterprise Agreement
Salary:	\$39.79 - \$42.81 per hour
Location:	Cairns
Reporting Relationship:	Coordinator, Social and Emotional Wellbeing Program

About Wuchopperen

Wuchopperen Health Service Limited (Wuchopperen) is a community connected and controlled organisation with a solid history of providing holistic health and wellbeing services for Aboriginal and Torres Strait Islander people in Cairns and surrounding districts.

Wuchopperen's vision is keeping our generations growing strong. Culture underpins our diverse and client-centric service delivery model offering our community whole of life support from pre-birth right through to our elders.

From our humble beginnings in the 1970s, Wuchopperen has grown into a dynamic and innovative service that prides itself on strong community representation, leadership and governance.

Our Strategic Priorities



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Our Values and Behaviours



The role:

This Mental Health Support Worker will deliver trauma aware, healing informed models of recovery orientated, non-clinical psychosocial supports tailored to the needs of the individual in a culturally appropriate way.

The Mental Health Support Worker is supervised by the Coordinator, Social and Emotional Wellbeing program and the position has no supervisory responsibilities.

This position works closely with other members of the Social and Emotional Wellbeing and Healthy Happy Family's programs and maintains regular contact with other program staff to ensure effective outcomes for clients.

Key Responsibilities include:

1. Develop and implement an Individual Wellbeing Care Plan (IWCP) within two weeks of the client's referral. Monitor and update the plan as required.
2. Ensure the IWCP details the individual's recovery goals in line with current medical and therapeutic interventions.
3. Manage client's symptoms of illness and recovery through referral pathways and advocate for their right to quality and effective support services.

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4. Actively engage with clients through activities programs to further their skills in areas that promote their independence and wellbeing, including but not limited to budgeting, day planning, parenting, goal setting and personal growth.
5. Establish supports with the client to assist them to sustain a living situation that is affordable, comfortable, safe and secure and promotes the notion that the person is an independent and able member of the Aboriginal and Torres Strait Islander community.
6. Ensure collection of accurate client information and data; maintain case file notes and prepare reports as required.
7. Participate in organisational and community activities to advance the health and wellbeing of Aboriginal and Torres Strait Islander people.
8. Work within Wuchopperen's Policies and Procedures including the Staff Code of Conduct and the Work Health and Safety requirements and contribute to continuous improvement processes to ensure compliance with relevant standards and safe, effective service delivery.
9. Other duties as required, within your skills, experience and capacity.

Core Capabilities

Assessment of merit for this role will be based on the knowledge, skills and experience, potential for development and personal qualities. The competencies listed below are considered to be the most critical for success in this role.

For applicants to be successful in this role, they should demonstrate:

1. Demonstrated understanding and awareness of the Mental Health Act / Disability Services Act and other legislation as it relates to the support of people who suffer with a mental illness/disability.
2. Knowledge and understanding of Aboriginal and Torres Strait Islander societies and cultures from an historical and contemporary perspective, including the ability to communicate effectively and sensitively with Aboriginal and Torres Strait Islander people.
3. Experience in working with complex clients and the ability to be flexible and responsive to their changing needs.
4. Demonstrated ability to implement case plan's including assessment, planning, implementation, follow-up, transition and evaluation.
5. Extensively developed interpersonal and communication skills including the ability liaise with a range of stakeholders as well as effectively advocate for Aboriginal and Torres Strait Islander people.
6. Demonstrated ability to work independently and in a multi-disciplinary team environment, prioritise and meet deadlines, deal with matters of a sensitive and confidential nature.
7. Demonstrated ability to meet and work within the core values and behaviours of Wuchopperen.

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Other Requirements

- It's a mandatory condition of employment for the employee to be vaccinated against COVID-19. Evidence of two vaccinations must be provided before employment is confirmed.
- Required to hold a qualification in Community Services and/or Mental Health or demonstrated extensive experience working within a similar role deemed equivalent by Wuchopperen.
- Proof of qualifications and current registration is required to be provided prior to the commencement of duty.
- The Mental Health Support Worker is an **Identified** position. It is a genuine occupational requirement that an *Identified* position be filled by an Aboriginal person or Torres Strait Islander person, as permitted by and arguable under section 25, 104 and 105 of the *Queensland Anti-Discrimination Act (1991)*.
- Please provide **one (Aboriginal and/or Torres Strait Islander) written reference from a referee** who can confirm that you are of Aboriginal and/or Torres Strait Islander descent, you identify as Aboriginal and/or Torres Strait Islander person and an Aboriginal and/or Torres Strait Islander community accepts you as an Aboriginal and/or Torres Strait Islander person.
- It is a condition of employment that all employees are holders of a current and valid 'blue card' or Working with Children Check. This is at your cost. Employment cannot continue or commence if you do not have a 'blue card' or if your 'blue card' is withdrawn or is disqualified.
- Possession of a current CPR certificate or commitment to obtain within the first six weeks of employment is essential.
- Possession of a current Queensland "CA" class driver's licence is essential.
- Commitment to work within the principles of Aboriginal and Torres Strait Islander community control including a willingness to develop the leadership of Aboriginal and Torres Strait Islander staff.
- Ability to use Microsoft products and the ability to use or willingness to gain proficiency in the client information management systems.

How to apply:

Please submit the following for the panel to assess your suitability. Applications which do not meet these requirements will not be considered.

- Your **resume**, including a comprehensive employment history, your qualifications and the contact details for at least two referees (one should be your current supervisor)
- A supporting **cover letter** of no more than two pages, outlining your experience, skills and knowledge that are relevant to the advertised role. Your written response must reflect the competencies outlined in core capabilities.
- Evidence of at least two Covid-19 vaccinations (ie. Immunisation History Statement).

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- Identified referees with application

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Additional information:

- A non-smoking policy is effective in Wuchopperen's buildings, offices and motor vehicles on all Wuchopperen grounds, across all sites.
- Wuchopperen has a six (6) month probationary period for new employees.
- Employees may be required to work outside of core business hours from time to time.
- Demonstrated commitment to ongoing self-development with a focus on qualifications/skills upgrade.
- Applications must be received by 5 pm on the closing date and can be emailed to recruitment@wuchopperen.org.au