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<b>TEAM:</b>	<b>Individualised Services</b>
<b>LOCATION:</b>	<b>Perth Metro</b>
<b>REPORTING LEADER:</b>	<i>Executive Individualised Services</i>

## ABOUT HELPINGMINDS

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HelpingMinds Limited is a long-established non-profit organisation that provides safe and high quality services in the community to support families, carers and people living with a mental health issue.

Our Purpose is to help people see possibilities.

Our Mission is to Improve our community's mental health and well being.

**HelpingMinds promotes mental wellbeing by supporting individuals, families and friends to recovery.**

- We understand families are important to the person living with mental distress.
- We understand every family is different
- We understand the importance of listening
- We understand the importance of connections
- We help build skills and confidence
- We empower hope in you and your family through your recovery journey

As a values-led organisation all team members act in accordance with our values of Hope, Collaboration, Trust, Integrity and Respect. Each team member undertakes their role utilising their unique skills and abilities to contribute to our purpose and mission.

## PURPOSE OF THE ROLE

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Guided by our HelpingMinds mission, purpose and values, the position will be providing support, engaging and developing rapport with participants who have a psychosocial disability and delivering against their NDIS plan goals.

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## PRIMARY DUTIES AND RESPONSIBILITIES

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### 1. Client Support

- Establish supportive, engaging and professional relationships with participants to build their capacity to work towards the participants individual goals and outcomes outlined within their NDIS Plan.
- To build a participant's capacity, ensuring that professional boundaries are maintained
- Utilise recovery principles to assist participants to meet individual goals and outcomes through a high standard of direct support in the areas of physical, emotional, behavioural, social connections and personal care, as per the NDIS Psychosocial Disability Recovery Oriented Framework.
- Support participants to achieve individual goals and outcomes including but not limited to independent living skills, community participation, personal choice and decision making whilst building upon on strengths, increasing resilience and improving mental health.
- Problem solve with participants and communicate this in a way that meets their needs.

### 2. Communication

- Communicate participants support needs or concerns with Team Facilitators, and update participant records accordingly.
- Liaise with Scheduling Officer to ensure participants supports are scheduled and any changes notified.
- Work closely with Team Facilitators for mentoring and upskilling and monitoring of quality supports to participants.
- Communicate with Team Facilitator & Scheduling Officer in relation to leave, as per procedure.

### 3. Compliance

- Manage a daily schedule of supports ensuring outlook calendar is accurate and reflects movements at all times.
- Complete daily session notes as per required format in database.
- Review and update participant records & documentation as per procedure.
- Contribute to reports for participants, at the request of the Team Facilitator.
- Identify and escalate any risks/incidents to the Care Governance Lead, as per policy and procedure.

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### Governance, Safety and Quality Requirements

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In addition to your role specific responsibilities, HelpingMinds expects team members will:

- Perform other duties as requested or required and which are within the scope of their role and the capabilities of the employee.
- Be responsible for ensuring, as far as practicable, the provision of a safe working environment.
- Have an understanding and fulfils National Safety and Quality Standards requirements including but not limited to:
  - Participating in continuous safety and quality improvements actions, such as audit reviews and drills that result in improvements to patient care, team member knowledge or the consumers experience that align with actions describes within the standard.
  - Participating with the development, implementation, reporting and monitoring of HelpingMinds activities.
  - Ensuring records and statistics are kept in accordance with establish procedures.
  - Participating in annual performance development review.
- Perform duties and acts within the legal and financial constraints and boundaries of your role including but not limited to:
  - The Mental Health Legislation and Carers Recognition Act;
  - Commonwealth and State Funding Agreements;
  - Industrial Laws and Occupational Health and Safety Legislation;
  - The National Mental Health Standards 2010;
  - The National Standards for Disability Services;
  - The Australian Commission Safety and Quality Standards for Accreditation version 2;
  - NDIS Quality and Safeguarding Framework
  - National Principles for Child Safe Organisations
  - The HelpingMinds Staff Agreement 2022 as well as current organisational Policies and Procedures;
  - HelpingMinds Code of Conduct, NDIS Code of Conduct and
  - Work in accordance with your Employee Classification Definition according to the HelpingMinds Staff Agreement 2022

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### AUTHORITY AND SUPERVISORY REQUIREMENTS

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This role may have duties  
under the purview of other

Executive Individualised Services
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## Support Worker – Individualised Services

management team members,  
however, will ultimately report  
to:



This position is supported by:

Team Facilitator –  
Individualised Services

This position is:

Support Worker –  
Individualised Services

## POSITION STATUS, REMUNERATION AND BENEFITS

<b>Position type:</b>	Full time or Part-time or casual employment
<b>FTE:</b>	x.xx (xx hours per fortnight)
<b>Position Classification:</b>	Salary Level 2.1 - 2.2
<b>Wellness day, Annual Leave, Salary Packaging, District and remote allowances</b>	In accordance with the HelpingMinds Staff Agreement 2022-2026
<b>Superannuation:</b>	The employer superannuation contribution will commence at 1% above the superannuation guarantee rate. Contributions increase progressively based on the length of employment and in accordance with the HelpingMinds Staff Agreement.

## ESSENTIAL MINIMUM SELECTION CRITERIA

### QUALIFICATIONS AND LICENCES

- Proof of eligibility to work in Australia
- Diploma/Certificate IV Community Services and / or Mental Health,
- Current Driver's License and reliable vehicle with comprehensive motor vehicle insurance

## Support Worker – Individualised Services



- Working with Children Check
- Current First Aid Certificate
- NDIS Worker Module Training Certificate
- NDIS Worker Screening Check

### EXPERIENCE, SKILLS AND KNOWLEDGE

- Relevant experience working in mental health
- Demonstrated effective oral and written communications skills
- Capacity to build rapport with clients is crucial
- Demonstrated ability to communicate with a diverse range of people, including CALD, Indigenous and marginalised clients, adults and young people, family, carers, allied service providers and team members
- Demonstrated ability to consult, liaise and maintain close working relationships with other service providers
- Demonstrated ability to be self-motivated and function autonomously while working effectively toward team goals
- Demonstrated capacity to engage with and empower people to achieve their identified goals within a structured individual recovery plan
- Ability to work collaboratively with a team, clients and other agencies
- Well-developed IT skills, with experience using Microsoft products and databases
- Prior experience assisting or supporting people with mental disabilities, either in a work or personal context
- Effective listening skills and adaptable communication style;
- Demonstrated flexibility, patience, initiative and emotional resilience

### DESIRABLE SELECTION CRITERIA

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- Bachelor's degree or greater in Mental Health relevant behavioural or social science discipline (including, but not limited to social work, psychology, occupational therapy)
- Similar experience in mental health/carers not-for-profit organisation/s, government departments or corporations.
- Experience, connection or capacity to engage with culturally and linguistic diverse backgrounds
- Lived experience as a family member/carers of a person with a diagnosed mental illness and the ability to utilise this experience constructively for the benefit of others

### EMPLOYEE DECLARATION

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I have read and understand the responsibilities and duties set out in this job description.

Signed: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

## Support Worker – Individualised Services



Print name: \_\_\_\_\_

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*HelpingMinds is an equal opportunity employer supporting diversity in the workplace. We are committed to creating a safe environment for all team members and clients. To view our diversity statement please visit the HelpingMinds website <https://helpingminds.org.au/diversity-statement/>*

<p>This document can be made available in alternative formats on request for a person with a disability.</p>
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