

Position Information

Position Title	Wellbeing Worker
Program	Recovery Assistance (RAP); Psychosocial Support (PSP); Psychosocial Support Remote (PSP); Child and Family Wellbeing Service (C&FWS); NDIS Supports; Residential Services
Reports to	Team Leader/Program Manager
Direct reports	Nil
Award	Social, Community, Home Care and Disability Services Industry Award 2010
Award classification	Level 2

Organisation Information

TeamHEALTH has been providing services to people with mental illness in the Northern Territory for over 30 years. TeamHEALTH was established by a group of relatives and service providers of people with a mental illness who wished to provide stable, safe, accommodation for their family members.

Over time TeamHEALTH has developed and now provides a range of supports focusing on prevention, early intervention and recovery including residential services for people with severe and persistent mental illness, a community housing service, individual recovery and group-based support, together with early intervention support, home based aged care support, mental health promotion and education.

TeamHEALTH's vision is that all people should lead a full and valued life. This is articulated through our purpose and operational philosophy of creating community capacity for good mental health, to enable people to live a full and valued life through the provision of supports, advocacy and education. Success in achieving our purpose requires consolidation of existing work, the use of evidence-based approaches and an adaptable skilled organisation.

With accreditation to the National Standards for Mental Health Services, NDIS Quality and Safeguarding Framework, National Regulatory System for Community Housing and the Aged Care Quality Standards, TeamHEALTH continues to focus on ensuring quality service provision and the pursuit of goals with participants.

Position Summary

TeamHEALTH are committed to providing supports that enable the recovery of participants by providing choice and control and opportunities to live a meaningful life and be a valuable member of the Community. The recovery approach when working with individuals will be different depending upon where the participant is on their recovery journey.

The Wellbeing Worker role provides mutual support and motivation and may include mentoring in the work they conduct alongside TeamHEALTH participants. The Wellbeing Worker will support participants and foster hope, through listening, sharing and offering suggestions based on their experience, however careful handling of professional boundaries is also expected. They will assist in the delivery of a range of early intervention and/or recovery focussed supports that are person centred, strength-based, timely and culturally appropriate.

Reporting to the relevant Team Leader/Program Manager, and often working in conjunction with an experienced Worker, the Wellbeing Worker will provide residential, group or outreach support for participants. Under day to day direction of the relevant Coordinator daily tasks will include supporting participants to engage in community, social and recreational activities, support with daily living skills and engaging participants in person centred and strengths based conversations to support individual goals.

The Wellbeing Worker may work across a number of mental health programs and could be required to deliver supports in some of the following settings –

Group Based - provides structured social activities aimed at promoting independence and social inclusion.

Outreach Support (RAP, PSP, NDIS Supports) - aimed at reducing social isolation and increasing independence and wellbeing through practical supports and community participation.

Child and Family Wellbeing Service – supports children and young people who are showing early signs of, or are at risk of developing a mental illness, to improve their wellbeing and enable them to better participate in their communities and reach their full potential.

Residential - Step Up Step Down – Provides a sub-acute support service for either four weeks or up to 12 weeks, including step up from community and step down from inpatient care. The service supports participants to gain confidence and skills to return to living independently in the community.

Residential -Prevention and Recovery Care (PARC) - Provides sub-acute residential care for up to 28 days. The PARC service provides integrated psychosocial and clinical services, in partnership with TEMHS as either a step up or step down, as ongoing support following a hospital admission or preventative support to avoid an admission.

Residential - Medium-Longer Term Psychosocial Rehabilitation - A specialist longer-term residential program designed to support people with severe and persistent mental illness who are unable to live independently in the community. The program focuses on relearning or learning living skills within a psychosocial rehabilitation framework in the areas of living, learning, socialising and working. The service aims to support participants to achieve independent living in the Community upon exit or transition to a NDIS Home and Living Package.

Residential - Complex Support Residence – Medium-long term psychosocial rehabilitation for people who are impacted by severe mental illness and cannot live safely in the community. The service supports participants to regain confidence and skills to transition back into living independently in the community.

Residential - Home and Living – Psychosocial rehabilitation in residential homes designed to support people with psychiatric disability who are unable to live independently in the community and require help with and/or supervision of daily tasks to develop the skills and achieve personal goals. Participants are funded through NDIS.

The Wellbeing Worker may at times be required to provide support or assistance to other TeamHEALTH Programs/Regions. This may involve travel that entails overnight or weekly absences.

Key Result Areas

1. Participant Support Services

- 1.1. Focus on delivering supports, utilising a person centred approach, important to the participant and agreed in line with their needs and as part of their Family Action Plan, Individual Recovery Plan (IRP) or NDIS Plan. Provide support in the areas of personal care, living skills, transport, social activities, medication, etc.
- 1.2. Increase the participants skills through independence, personal growth and development through the provision of active support and their enhanced participation within their community.
- 1.3. Provide support to participants where they are not able to clearly explain their thoughts or experiences to another Team Member.
- 1.4. Assist Team Members in providing functional assessments and intake of participants referred to TeamHEALTH.
- 1.5. Assist Team Members in the development and monitoring of plans with participants and assist with care coordination, providing information to assist in the development of participant goals and innovative ways in which to enhance the participant journey.
- 1.6. Assist Team Members in providing coordinated psychosocial rehabilitation services using a strengths based approach in consultation with clinical service providers, including general practitioners, support coordinators and Top End Mental Health Services (TEMHS) staff that focus on prevention and recovery.
- 1.7. Take an active role in the organisation of structured activities for participants that facilitate development of social networks and inclusion in community activities.

2. Relationship Management

- 2.1. Foster and maintain effective and professional working relationships with TeamHEALTH's programs and key stakeholders.
- 2.2. Work effectively with persons of Indigenous and Culturally and Linguistically Diverse (CALD) backgrounds.
- 2.3. Uphold the TeamHEALTH values of Integrity, Accountability, Wellbeing and Respect in all engagement with staff, participants, carers and external contacts.

3. Mental Health Promotion

- 3.1. Take an active role in establishing and participating in participant support groups.
- 3.2. Take an active role in the organisation of community mental health promotion stalls and activities.
- 3.3. In collaboration with the Team Leader/Program assist in the identification and/or development of appropriate mental health resources.

4. Reporting and Administration

- 4.1. Ensure participant case notes are updated daily and record outcome measures as directed.
- 4.2. Ensure that all internal reporting is accurate and completed within timeframes required by the Team Leader/Program Manager.

- 4.3. Actively participate in regular support and supervision, including professional development and performance reviews.

Key Selection Criteria

TeamHEALTH recognises the value of experience in all facets of life and work and encourages individuals with a lived experience of mental illness to apply.

All TeamHEALTH Staff

1. A National Police Certificate that was issued less than two years ago or proof of an application for a National Police Certificate.
2. A current Driver's Licence.
3. NDIS Worker Screening Clearance and current Ochre Card (when working in Child and Family Wellbeing Service).
4. NDIS Worker Orientation Module Certificate.

Essential for Position

5. Understanding of how mental illness can affect an individuals day to day living.
6. Understanding of the recovery model and psychosocial rehabilitation and/or understanding and application of strength-based approach, and competence in a range of interventions relevant to children and young people.
7. Ability to form effective working partnerships with all stakeholders, including participants, carers and other service providers.
8. Action orientated, flexible and innovative with the ability to work collaboratively as part of a small team.
9. Ability to uphold the rights of people with a mental illness.
10. Demonstrated ethical work practices including and understanding of appropriate personal boundaries.
11. Demonstrated communication skills (written and verbal), with the ability to interact with a diverse range of people.
12. Demonstrated computer literacy.

Desirable for Position

13. Tertiary or Diploma qualification in community services, mental health, social work or other relevant discipline.

Position Description Approval

Approved by	Julia Wormer, Executive Manager Mental Health Supports
Date approved	1 February 2024
Signature	