

BENDIGO COMMUNITY HEALTH SERVICES

POSITION TITLE: MENTAL HEALTH SUPPORT WORKER

Name:	
Position number:	(allocated by HR)
Award/Agreement:	Victorian Stand-Alone Community Health Services (Health and Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2018 - 2022
Classification:	Administrative Officer Grade 1 - HS1
Site:	Kangaroo Flat however the position may work from any Bendigo based BCHS site as negotiated
Hours per fortnight:	65.0 hours per fortnight
Tenure:	Ongoing
Position description developed:	May 2019
Responsible to:	Team Manager - Counselling and Mental Health

PO Box 1121
Bendigo Central
Victoria 3552

Central Site:
Ph: (03) 5448 1600
Fax: (03) 5441 4200

Eaglehawk Site:
Ph: (03) 5434 4300
Fax: (03) 5441 4200

Kangaroo Flat:
Ph: (03) 5430 0500
Fax: (03) 5441 4200

Elmore Primary Health:
Ph: (03) 5432 6001
Fax: (03) 5432 6101

Vision

Better Health and wellbeing across generations.

Mission

Working hand in hand with our community to achieve healthier lives.

Values

- **Respect**
We build respectful relationships through trust, empathy and collaboration.
- **Inclusive**
We recognise and promote accessible, safe and holistic health care as a basic human right.
- **Integrity**
We are authentic, accountable and we honour our obligations.
- **Innovation**
Through continuous learning, we ensure an agile, responsive and sustainable service.

Strategic Directions

1. **Programs for Equity**
Commitment to achieving equitable health and wellbeing.
2. **Consumer and Community Centred Organisation**
Understand and respond to community needs and consumer's lived experience.
3. **Quality, Safety and Consumer Experience**

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Deliver the best consumer experience that is of consistent quality, safe and evidence-based.

4. Sustainability

Sustainable for purpose organisation.

Position Role

The role of the position is to support the multidisciplinary team to ensure the provision of the best possible service to our consumer group. This position will work with the Director, or delegate, to ensure consistent practices across the mental health program and that processes contribute to better continuity of care as consumers move through services as their needs change. The worker will undertake tasks consistent with the consumer's service plan as directed.

Position Responsibilities

The responsibilities of the position are:

1. Manage enquiries and referrals for counselling and mental health services.
2. Ensure appropriate record management, manage appointments and data entry as required.
3. Provide information and support for consumers and community members accessing counselling services as delegated.
4. Contribute to better continuity of care as consumers move through services as their needs change.
5. Undertake tasks consistent with the consumer's service plan as directed.
6. Support teams, as agreed by the Director with functions such as providing information to monitor caseloads and waiting lists and administrative tasks from time to time.

The Role of the Team

The Counselling and Mental Health team provides a range of services including Generalist Counselling, Culturally Sensitive Counselling, Primary Mental Health Clinical Care Coordination (CCC's), Access to Allied Psychological Services (ATAPS), Psychological Treatment Services (PTS) and Employee Assistance Programs (EAP). The service delivery includes assessment, individual and group therapy, case reviews, consumer referral, educational programs, service liaison, consumer advocacy and other tasks as identified to address consumer needs.

Key Selection Criteria

Essential

1. Strong verbal and written communication skills.
2. High level organisational skills including a proven ability to meet deadlines and reporting requirements.
3. Capacity to work as a member of a multidisciplinary team and within an agreed framework to deliver delegated responsibilities.
4. Demonstrated ability to engage consumers with a range of capacities and assist and support them as delegated.
5. Demonstrated commitment to promoting equality, diversity and human rights.
6. Experienced in the confidential management of consumer records and databases.
7. A current Working with Children Check.

Desirable

1. The ability to build and develop positive relationships with both internal and external consumers.
2. Sound knowledge of Microsoft Office.

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3. Knowledge of Best Practice, TRAK, SharePoint, other corporate documentation systems or a willingness to learn.
4. Experience working in a similar role.
5. Current driver's licence.

Probationary Period

Employment with BCHS is conditional on satisfactorily completing a probationary period of six (6) months from date of commencement. During this period your performance will be reviewed with your Manager and, assuming this is mutually satisfactory, your employment will be confirmed at the end of this period.

Staff Review and Development (SRD)

Each BCHS staff member is required to participate in the annual SRD process. The SRD will be based on the Position Role and Responsibilities and Key Selection Criteria in addition to the relevant Branch and Team Plans and the following Performance Indicators.

Self-Management:

Demonstrated experience and understanding of the need for ongoing personal and professional development that contribute to self-satisfaction and professional growth

- Continually develop personally and professionally to meet the changing needs of your position, career and industry.
- Demonstrate behaviours that lead you to achieving your goals.

Communication and Team Work:

High level communication and interpersonal engagement that contributes to productive and collegial relationships between staff and with consumers

- Display your capacity for self-awareness through reflection, planning and communication.
- Show evidence of your ability to work co-operatively within a team to achieve team goals.
- Establish and develop as key functions of relationship management, regular and professional communication with all your relevant colleagues.
- Demonstrate alignment and integration of practice according to BCHS' Vision, Values, and Strategic Directions.

Administration and Documentation:

Through the use of BCHS processes ensure that all administration and documentation requirements are initiated and completed in a professional and timely manner.

- Show evidence that the administrative tasks of your position are completed in an orderly, timely and accessible manner.
- Demonstrate that your documentation is completed in an accurate, legally and ethically compliant standard, and is produced to an appropriate professional standard.

Learning:

Demonstrated knowledge and application of the capabilities required for this position including knowledge and understanding of appropriate equipment, legislation, policies and procedures.

- Show evidence of knowledge and understanding of BCHS Strategic Directions and the ability to link key strategic directions to individual and team work plans and individual self-development.
- Demonstrate initiative and enterprise skills that contribute to innovative outcomes.
- Display an appropriate level of awareness of the implications for BCHS of decisions and situations that involve you and others.

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Position Performance:

Demonstrate achievement of negotiated performance indicators specific to your position.

- Provide support to the multidisciplinary team within an agreed framework and timeline.
- Demonstrate consistent practices and processes across the mental health program as directed.
- Show evidence of appropriate record management and data entry.

Diversity and Culture:

BCHS treats all people with respect; values diverse perspectives; participates in diversity training opportunities and provides a supportive work environment.

Child Safety:

BCHS values children from all backgrounds and is committed to making our community a safe, nurturing and welcoming place for children to grow and develop. We are committed to making sure **ALL** children reach their individual potential.

Other Essential Requirements

Staff will:

- Complete a satisfactory Police Check before employment is confirmed, the Police Check will be initiated by BCHS at the expense of the staff member.
- Sign the pre-existing Injury/Disease Declaration.
- Present a copy of your original professional qualifications document or registration (if required).
- Receive and comply with the BCHS Code of Conduct.
- Comply with BCHS Privacy Policy and Procedures.

BCHS believes that **"Quality is everyone's business, safety is my responsibility"**

Co-operate with and contribute to BCHS Health and Safety procedures and participate in appropriate safety information and education activities as required.

Other Information

- BCHS is an Equal Opportunity Employer.
- All BCHS sites are smoke free workplaces.
- BCHS is committed to employing people from diverse backgrounds and providing a workplace free from discrimination and harassment.
- BCHS has a commitment to environmental sustainability.

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Approved: Jenny Singe
Director

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Agreed: Mental Health Support Worker