

Case Worker – Individualised Services

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

ABOUT HELPINGMINDS

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 wellbeing.

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

This position will be responsible for engaging with participants under the Commonwealth Psychosocial Support Program, which is funded through Western Australian Primary Health Alliance, to provide psychosocial support services for adults with severe mental illness and associated psychosocial functional impairments who are not accessing services through the National Disability Insurance Scheme (NDIS) or a state government program. The HelpingMinds program services the geographical area of the Primary Health Network (South) which covers from South Perth to Mandurah.

The program aims to strengthen the capacity of consumers to live independently, safely, and productively in their community, form meaningful connections in a supportive environment, and reduce the need for acute care. It is also intended to provide short term, low intensity

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support and service navigation, covering a range of non-clinical supports and supporting individuals with NDIS applications.

PRIMARY DUTIES AND RESPONSIBILITIES

Client Support

- Work collaboratively with clients to develop and implement their recovery plans to achieve their goals.
- Provide service navigation support to link clients with services to meet their needs such as clinical mental health, drug and alcohol agencies, housing, physical health, social, leisure, recreational services, NDIS, groups and clubs, where required.
- Develop and review client documentation on a regular basis to monitor client progress and outcomes.
- Assess and report levels of psychological distress or risk, to ensure participants safety and wellbeing, and overall needs are being met.
- Provide advocacy support for clients, where required.
- Provide an information and referral service for clients' families/carers.
- Maintain accurate daily records of all client interactions and service supports, on both internal and external client management systems.

Group Facilitation

- Assist with the development, planning and implementation of the CPS Psychosocial Wellbeing Group program, in collaboration with the Team Facilitator
- Research and develop group session content, including PowerPoint presentations
- Lead facilitation of fortnightly group sessions
- Manage and monitor group attendance and provide follow up check-in's, where appropriate

Engagement and Assessment

- Utilise program tools and resources to communicate the scope of the service and assist clients with developing support plans to meet their psychosocial support needs.
- Support potential NDIS participants in obtaining appropriate documentation to support their applications for NDIS.
- Work with the Team Facilitators and Executive to channel referrals into other service delivery streams.
- Work collaboratively with Team Facilitator and Access and Inclusion Officer to onboard new clients into the program.
- Liaise and link with relevant service providers in the sector.

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Reporting

- Contribute to monthly service delivery reporting, as requested by Team Facilitator
- Provide clear and professional reports both on an individual client level and service level, as required.

KEY PERFORMANCE INDICATORS

- Ensure clients supports are delivered as scheduled and within operational and program guidelines, policies and procedures.
- Ensure client sessions are entered into relevant database systems on a daily basis
- Provide clear and professional reports as required

Governance, Safety and Quality Requirements

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;

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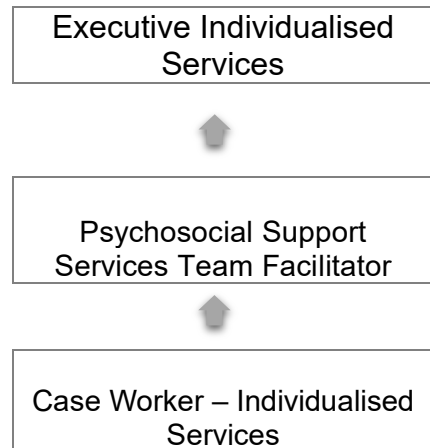
- HelpingMinds Code of Conduct, NDIS Code of Conduct and
- Work in accordance with your Employee Classification Definition according to the HelpingMinds Staff Agreement 2022.

AUTHORITY AND SUPERVISORY REQUIREMENTS

This role may have duties under the purview of other management team members, however, will ultimately report to:

This position is supported by:

This position is:



POSITION STATUS, REMUNERATION AND BENEFITS

Position type:	Full-time/ Part-time
FTE:	x.xx (xx hours per fortnight)
Position Classification:	Salary level 2.4 – 3.1
Wellness day, Annual Leave, Salary Packaging, District and remote allowances	In accordance with the HelpingMinds Staff Agreement 2022-2026
Superannuation:	12.5% superannuation. Employer superannuation contribution increases based on length of employment in accordance with the HelpingMinds Staff Agreement

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ESSENTIAL MINIMUM SELECTION CRITERIA

QUALIFICATIONS AND LICENCES

- Proof of Australian Working Rights
- Working with Children Check
- Relevant tertiary degree e.g. Social Work, Psychology, Counselling or Mental Health Nurse; or Diploma/Certificate in Community Services and / or Mental Health, with significant relevant experience working in mental health or related field.
- NDIS Workers Screening
- Driver's License & Motor Vehicle Insurance
- First Aid Certificate

EXPERIENCE, SKILLS AND KNOWLEDGE

- Well Developed computer skills, including Microsoft office and data reporting programs
- Demonstrated capacity to engage with people to achieve their identified goals within a structured individual recovery plan
- 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 ability using a recovery- oriented, strengths-based and person centred approach
- Demonstrated effective oral and written communication skills

DESIRABLE SELECTION CRITERIA

- Similar experience in mental health/carer not-for-profit organisation/s, government departments or corporations;
- Knowledge of the National Disability Insurance Scheme (NDIS)
- Knowledge of contemporary mental health carer issues;

EMPLOYEE DECLARATION

Case Worker – Individualised Services

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

Signed: _____

Date: ____/____/____

Print name: _____

HelpingMinds is an equal opportunity employer supporting diversity in the workplace. We are committed to creating and safe environment for all team members and clients. To view our diversity statement please visit the [HelpingMinds website](#)

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