

# Job Position Description - Support Worker/Activities Support Worker



(Social, Community, Home Care and Disability Services Industry Award 2010 Level 2)

## 1. Our Organisation

Our purpose is to provide access to responsive, holistic services for consumers, carers, families and the community to reduce the impact of mental illness.

Our vision is “Let mental health be seen, as any door is the correct door for access and consumer centred care”.

### Our values

**Hope:** Belief in the potential of individuals with mental illness to live life to the full.

**Courage:** Ensuring that mental health is seen.

**Respect:** Acknowledging that the opinions of others have value.

**Humility:** Willingness to appreciate others.

**Responsibility:** That everyone is responsible to commit to action towards our purpose.

Our values underpin all of our practice, including: sustainability, building capacity, making a difference through leadership in the community by developing and strengthening strategic partnerships and alliances where the consumer and carer voice is heard and valued. Our partnerships are based upon mutual outcomes and respect.

## 2. Job Purpose

The position is based within a non-clinical community health program that supports and empowers people with mental illness to improve their quality of life and assist individuals in their recovery journey.

The Support Worker works under supervision to provide direct support to consumers as identified in their Recovery Plan.

To provide group activities for people with mental health challenges to improve their daily living, personal and social skills and increase their purposeful participation in community life and activities.

## 3. Duties and Responsibilities

### 3.1. Service Delivery

- Provide assistance to Recovery Workers in delivering consumer activities to improve their wellness, daily living, personal and social skills and increase their purposeful participation in community life to meet National Health Standards
- Implement recovery and social activities as per Recovery Plan.
- Facilitate activities, including setting up and packing away materials and equipment.
- Assist consumers to maximise their participation in activities.
- Organise refreshments and meals.
- Maintain records of consumer attendance.

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- Contribute to reports on group activities including recommendations as required.
- Comply with reporting requirements for statistical purposes.
- Comply with service delivery standards.
- Accurately record any program monies collected or utilised.
- Assist with consumer transport.
- Maintain statistical and data requirements as directed.
- Participate and contribute towards improving agency systems and processes.

## 3.2.Human Resources

- Comply with Pathways South West policies and procedures (including Code of Conduct, Work Health & Safety Act 2020.)
- Communicate in a timely, open and honest manner with colleagues.
- Work effectively and supportively as a team member, behaving in a professional manner.
- Participate in meetings as required.
- Participate in performance management processes and training and development activities.
- Show ability to be positively assertive and deal with issues as they arise.

## 3.3.Equipment and Facilities

- Use and maintain agency equipment safely and appropriately, requesting maintenance as required.

## 3.4.Marketing and Public Relations

- Utilise good interpersonal skills to represent the organisation to service users, other community agencies and the wider community promoting a professional image.
- Develop and strengthen purposive networks with relevant community service providers.

## 4. Selection Criteria

### 4.1. Essential

- Certificate IV in Mental Health or equivalent qualification.
- An understanding of the principles of Mental Health Recovery.
- Demonstrated interpersonal communication skills (oral and written).
- Ability to work within a team, independently and to follow work instructions.
- Computer literacy with experience in Microsoft Office applications and databases.
- Good time management skills.
- National Police Clearance.

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- Unencumbered C class Driver’s licence.
- Current First Aid Certificate.

## 4.2. Desirable

- Experience working with service users with mental health challenges.
- “Lived experience” of mental health and recovery.
- Understanding of Aboriginal, Torres Strait Islander and CALD service user needs.