

JOB DESCRIPTION SUPPORT WORKER



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 “to see anyone impacted by mental illness supported, nurtured and encouraged to live their best lives free from fear and discrimination”.

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 our practices, 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.

1. Job Purpose

The position is based within a non-clinical community mental health program that supports and empowers people with mental health challenges 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 Star.

2. Duties and Responsibilities

Service Delivery

- Provide assistance to Pathways SouthWest Recovery Workers in delivering client activities to improve their wellness, daily living, personal and social skills and increase their purposeful participation in community life.
- Implement recovery and social activities as per the Recovery Plan.
- Assist with consumer transport.
- Maintain statistical and data requirements as directed.
- Work in a way that ensures the service is delivered in compliance with relevant legislation, Pathways SouthWest values, policies and practices and contractual requirements.
- Provides support for the consumer to maintain strong links to cultural and spiritual beliefs, customs and practices.
- Maintains open and honest communication with the consumer, their family, carers and guardians.
- Participate and contribute towards improving Pathways SouthWest systems and processes including quality improvement activities.

Human Resources

Date deployed:
Revalidate:
Approved by CEO
Signature

March 2026
March 2029

Owner:
Author:

Management Team
Coordinator Quality and Service Improvement

Version 2.0

- Comply with Pathways SouthWest 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.

Equipment and Facilities

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

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.

Other duties

- Undertake additional other duties and projects as directed by management.

3. Selection Criteria

Essential

- Minimum qualification is a Certificate IV in Mental Health or equivalent. However, Tertiary Qualifications in Social Work, Psychology, Occupational Therapy and Nursing highly recommended.
- Demonstrated advanced interpersonal communication skills (oral and written).
- Ability to work autonomously and within a team and to work flexibly to meet the requirements of the position.
- Demonstrated computer skills with experience in Microsoft Office applications and databases including client management systems.
- Demonstrated effective planning, organisational and time management skills.
- National Police Clearance.
- Current First Aid Certificate with CPR (HLTAID003).
- Unencumbered C class Driver's licence.

Desirable

- Ability to empathise, and work effectively, with a range of people from diverse backgrounds with respect for individual difference and with the ability to ensure a culturally safe workplace.