

**POSITION DESCRIPTION – Psychosocial Wellbeing Support Worker****Part 1 – Expectations for Your Role**

Position	Support Worker
Service / Program	MH & AOD Adult Mental Health & Wellbeing Services - Partners in Wellbeing
Industrial Instrument	SACS - Each Social and Community Service Employees Enterprise Agreement 2017
Instrument Classification	Level 4
Reports to	Team Leader - PIW & MH Hub
Effective Date	July 2025

Key Deliverables

- Individual program planning tailored to participants' lifestyle choices.
- Demonstrating a strength-based approach to foster collaborative relationships
- Skill development and strategies to help clients manage their mental health effectively.
- Providing predominantly Telehealth-based care while offering flexible service delivery, including face-to-face appointments onsite if requested.
- Deliver time-limited, outcome oriented mental health recovery services supporting a dedicated caseload.
- Collaborate with clients and clinical supports using a Wellbeing framework to identify needs, set goals, and develop and review individualized plans.
- Respond to walk-in clients, offering single-session support, intake, and navigation assistance.
- Work with Area Mental Health Services and other services to create comprehensive support and risk management plans.
- Identify high-risk cases that require external support and facilitate referral.
- Assist clients with NDIS applications when eligible.
- Ensure clients understand program limitations and timeframes upon service commencement.
- Build effective relationships with team members and external stakeholders to enhance service quality.



- Participate in supervision, staff meetings, and professional development.
- Contribute to continuous improvement and meet organizational reporting and accountability requirements.
- Plan and implement structured self-development activities aligned with recovery objectives.
- Work with peer workers to establish common goals for client care, ensuring a cohesive approach to support.
- Clear understanding of principles around responding to responding to Family Violence situations.

Note that this position is not associated with NDIS.

Skills

- Ability to identify crisis situations and respond appropriately, employing de-escalation techniques and knowing when to refer clients to emergency services or specialized support.
- Strong relationship-building skills with various stakeholders.
- Excellent written and verbal communication skills for diverse audiences.
- Ability to work autonomously and manage competing deadlines.
- Clear understanding of principles around responding to responding to Family Violence situations.

Experience and Knowledge

- Demonstrated experience in the mental health field, ideally with a dedicated client caseload.
- Strong understanding of community and clinical mental health services.
- Solid understanding of the Principles and Practices of the National Framework for Mental Health.
- Comprehensive grasp of the Social Model of Health.
- Familiarity with evidence-based practices in dual diagnosis and mental health impacts.
- Good knowledge of the Housing and Homeless Sector.
- Demonstrated understanding of Multi-Agency Risk Assessment Management, FVISS, and CISS frameworks.

Qualification/Registrations/Licences (*Mandatory only*)

- Diploma level Tertiary qualification(s) in mental health, community health, or a related field.

Physical Requirements

- Ability to sit at a computer for 6 – 8 hours per day
- Walk up stairs
- Ability to travel between Each locations as needed
- Lift 3 kgs