



Part 2 - Addendum – Support Worker – MH Hub

This document explains the work of the Support Worker – Mental Health (MH) Hub and the outputs they will need to deliver

Position:	Support Worker – MH Hub
Directorate / Service / Program:	Mental Health and Alcohol and Other Drugs
Industrial Instrument Name:	EACH Social and Community Services Employees Enterprise Agreement 2017
Instrument Classification:	Level 4
Reports to:	Team Leader – Mental Health Recovery (CMHWH)
Effective Date:	October 2024

Key Deliverables

The Mental Health & Wellbeing Hub offers psychosocial support to individuals with a range of mental health presentations.

This role emphasizes a strength-based approach to foster collaborative relationships through:

- Individual program planning tailored to participants' lifestyle choices.
- Skill development and strategies to help clients manage their mental health effectively.
- Flexible service delivery options, including onsite and telehealth appointments.

This role focuses on delivering time-limited, outcome-oriented mental health recovery services.

The Support Worker - MH will:

- Deliver time-limited, outcome oriented mental health recovery services supporting a caseload of approximately 20 clients
- 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.
- Adhere to Workplace Health & Safety procedures to maintain safety in outreach and group activities.
- 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.

Qualifications and skills

- Diploma level Tertiary qualification(s) in mental health, community health, or a related field.
- 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.
- 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.
- Demonstrated understanding of Multi-Agency Risk Assessment Management, FVISS, and CISS frameworks.
- Completion of a Criminal History Check and Employee Working With Children Check (or State equivalent) prior to commencement of employment and as required by legislation and policy during employment, as well as a duty to disclose relevant information that may arise after employment has commenced.

Physical Requirements:

- o able to sit at a computer for 6 – 8 hours per day
- o Walk up stairs
- o ability to travel between EACH locations
- o Lift 3 kgs etc.



Position Description	Employee
Attachments	Addendum A *Outlines the specifics of the allocated Directorate/Portfolio

About EACH

EACH provides an integrated range of health, disability, housing, counselling, and community mental health services across Australia. We offer a wide range of supports to assist members of our community to lead happier, healthier lives. Our staff are a collective workforce of over 1,700 paid employees and over 250 volunteers.

More information is available at: <http://www.each.com.au>

Our vision	Everyone has the power to live well.
Our purpose	Health and support services that improve lives and strengthen communities.
Our values and behaviours	<p>We care.</p> <p>We welcome you with empathy and hope.</p> <p>We believe making change is possible for everyone.</p> <p>We listen.</p> <p>We take time to understand you, your experiences, and your culture.</p> <p>We work with you and the people important to you, to build the right supports.</p> <p>We learn.</p> <p>We evaluate our actions and always seek to improve.</p> <p>We deliver.</p> <p>We have a 'can do' attitude and find ways to say 'yes'.</p> <p>We do what we say we're going to do.</p>



Position Summary

A key focus of this position is to work collaboratively with their team members, their Directorate and across other Directorates.

They are responsible for leading delivery and/or community through their own contribution.

It is expected that all employees consistently model EACH's values and behaviors and ensure EACH's culture is inclusive, safe, and engaging.

Key Deliverables

Employees are responsible for:

- Assessing for quality, safety and risk and taking actions that keep myself, customers, community and staff safe
- Partnering with my team, others at EACH, our customers and community to achieve great outcomes
- Creating a safe, respectful and culturally appropriate space to foster growth, learning, belonging, health and wellbeing
- Contribute to tracking progress and outcomes to ensure alignment with EACH's goals and to reliably deliver on performance targets
- Working within the program/role guidelines and professional boundaries of my role
- Demonstrating behaviours at all times that align to EACH's leadership standards and recognises that you are an ambassador of EACH.

Quality:

EACH staff are required to participate in continuous monitoring and improvement and comply with legislation, professional standards and accreditation standards and any other governing laws that apply from time to time.

EACH staff must have and maintain the appropriate skills and knowledge required to fulfil their role and responsibilities. In addition, they must practice within the specifications of this position description, and where applicable within the agreed scope of practice.

Safety & Wellbeing:

EACH is committed to providing and maintaining a working environment for all staff that is safe and minimises risk to health. All staff are to take care of their own health and safety and the health and safety of any other person who may be affected by their acts or omissions at the workplace.

As an Employee you understand your responsibilities and accountabilities to yourself and others in accordance with OH&S legislation across the various jurisdictions and EACH's policies.



EACH Child Safe Commitment Statement:

EACH is committed to promoting and protecting the best interests of children and supporting a child safe culture. EACH has zero tolerance for child abuse. Everyone working at EACH is responsible for the care and protection of children and reporting information about suspected child abuse.

All children who come to EACH have a right to feel and be safe. EACH is committed to the safety and well-being of all children whether they are direct service recipients or indirectly linked to our services such as children of customers. The welfare of children and young people is our first priority. We create a child safe and child friendly environment where all children are valued and heard, are safe and protected."

Key Selection Criteria

Skills and Behaviours

- Acts in accordance with EACH's Behavioural and Performance Standards.
- Highly developed communication and interpersonal skills to competently establish and maintain effective working relationships with clients, staff and visitors.
- Demonstrated ability to work collaboratively and enthusiastically within a team to help foster a positive and progressive work environment.

Desirable Experience, Knowledge, and Qualifications

- Tertiary qualifications in a relevant discipline.
- Demonstrated ability in working collaboratively as part of a Team
- Appreciation and understanding of the Not-For-Profit sector and Health services is well-regarded.

Mandatory Competencies and/or Licences

- Completion of an acceptable Criminal History Check and Employee Working with Children Check (or State equivalent) prior to commencement of employment and as required by legislation and policy during employment, as well as a duty to disclose relevant information that may arise after employment has commenced.
- A cleared National Worker Screening Check prior to commencement of employment (if required for the role – not applicable to all roles)

Expected behaviours for all EACH Staff

- Acts in accordance with EACH's Code of Conduct, policies and procedures and is demonstrably committed to EACH's vision, mission, values, and service principles.
- Responds to family violence risk in line with their role and responsibilities and in accordance with the Multi-Agency Risk Assessment and Management (MARAM) Framework and related Frameworks.



- Promotes a 'safety first' culture and acts in accordance with EACH Health, Safety and Wellbeing Policy and management system.
- Ensures EACH Great Care is put through its PACES (Person-Centred, Accessible, Connected, Effective and Safe).
- Promotes and supports a zero-tolerance culture that recognises all people have the right to live their lives free from abuse, neglect, violence, discrimination and exploitation and acts upon EACH's commitment to recognise, raise and respond to any deviation from a person's human rights.
- Fosters and promotes an inclusive and collaborative work environment where all employees, volunteers and customers feel welcomed, respected, valued and enabled and proud to fully participate, irrespective of their individual differences in background, experience and perspectives. Demonstrates a customer focus by prioritising the needs and outcomes of internal and external customers.
- Demonstrates teamwork and collaboration and positively contributes to group activities.
- Contributes to innovation and continuous improvement and openly shares information and knowledge to enable optimal outcomes for customers.
- Be curious, reflective, and open to continuous learning and new ways of working.
- Successfully completes all mandatory training in a timely manner, to support the delivery of high quality, safe and effective service delivery.