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| **Position Title & Level/Grade:** | Mental Health Services Assistant Worker Casual/Part Time RoleLevel 3 CatholicCare Enterprise Agreement  | **Department:** | Youth, Mental Health, Homelessness, Family Support & Comorbidity |
| **Reports to:** | Mental Health Manager | **Supervises:** | Nil |
| **External Liaisons:** | CAMHS (service partner), ACT Health (funding body) and other key stakeholders and relevant agencies. |

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| **Position Objective** | The Mental Health Services Assistant provides quality client focused and strength based support. You will be working with young people experiencing moderate to severe mental distress in their day to day lives.This position requires effective time management, communication and administration skills. You will be required to work with minimal supervision, as well as working effectively within a large team.  |
| **Key Responsibilities** | **Operations and Contract Management*** The Mental Health Service Assistant will assist residents to access community, social and recreational activities; assistance with self-care and personal domestic activities; assistance with transport; skills development in a group and individual skills development; social skills development; and improved daily living skills.
* Provide assertive support young people and their families.
* You are required maintain effective administrative functions including, records, statistics and reports relevant to the program.

**Staff Development** * Attend Professional Supervision.
* Attend Team Meetings.
* Undertake professional development as per your Professional Development Plan and Program and CatholicCare Policies, including program specific core training.

**Quality Assurance*** Adheres to CatholicCare’s Code of Ethics and Conduct.
* Participates in Quality Assurance and Policy Reviews.

**Risk Management*** Comply with Organisational, Portfolio and Program Specific Policies and Procedures.
* Comply with Workplace Health and Safety Laws.

**Self-Management*** Meet KPI’s as per Performance Appraisal.
* Ensure all administrative duties are done for every shift.
* Ensure that all case notes reflect strength based and client focused practice.

**Networking*** Attend and professionally represent CatholicCare at external network meeting, forums, committees, conferences and consultations such as with; The Youth Coalition, MIACT, CAMHS.
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| **Key Selection Criteria** |
| **Selection Criteria*** Relevant qualifications including a minimum Cert IV in Mental Health or equivalent.
* Experience in working with young people with moderate to severe mental illness, preferably in a residential setting.
* Demonstrated understanding of mental illness and recovery principles.
* Demonstrated experience in responding appropriately in crisis situations
* Sound written and verbal communication and IT&C skills
* Understanding of work health and safety, privacy legislation and mandatory reporting
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| **Experience & Knowledge** | * Knowledge and understanding of the key issues young people who are experiencing mental distress are facing.
* Knowledge of related standards, laws, legislation, awards regulations and codes.
* Knowledge of EEO, Work, Health & Safety and Privacy and Confidentiality policies and legislation.
* Understanding of the welfare sector and models of service.
* Understanding of Quality Assurance Standards, protocols and implementation.
* Knowledge of Strengths Based Case Management and its application.
* Understanding of the key elements of collaborative practice and service coordination.
* Experience working with people in crisis.
 | **Attributes** | * Motivated
* Evaluating and monitoring own performance.
* Having knowledge and confidence in own ideas and vision.
* Articulating own ideas and vision.
* Taking responsibility.
* Working ethically.
* Team player
* Working under pressure.
* Demonstrating resilience.
* Being patient and persuasive.
* Being punctual and meeting deadlines.
* Accepting change.
* Empathetic.
* Emotional Intelligence.
* Commitment to Social Equity.
* Sense of Humour.
* Enthusiastic and Positive.
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| **Employee Declaration**  |
| I have read this document and agree to undertake the duties and responsibilities as listed above.I acknowledge that:* This position description details the accountabilities of the role and provides an indication of the current duties and tasks that I may be required to undertake. Additional or other duties may from time to time be allocated in order to fully meet the responsibilities of the role, team and any organisational objectives.
* The measures where included in this document are indicative and will be reviewed with me on an annual basis and that my performance will be evaluated against these measures.
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| **Employee** |  |
| **Signature** |  |
| **Date** |  |