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| **Position Title & Level/Grade:** | Mental Health Outreach Worker – Youth & Wellbeing  Level 5 CatholicCare Enterprise Agreement. | | **Department:** | Youth, Mental Health, Homelessness and Family Support. |
| **Reports to:** | Mental Health Programs Manager. | | **Supervises:** | Nil. |
| **Internal Liaisons:** | Director & Mental Health Programs Manager (Youth, Mental Health, Homelessness and Family Support). | | **External Liaisons:** | Government and non- government departments in regards to program delivery. |
| **Position Objective** | The Youth & Wellbeing Program provides outreach support within a case management framework to young people aged 12 to 25 years who have a mental illness. The aim of this program is to build resilience and coping strategies in dealing with mental health issues and assist them to secure and sustain long-term tenure through early intervention, collaborative engagement, service coordination, information/education, short term therapeutic interventions, referral and advocacy. The service operates across the whole of the ACT.  The Mental Health Outreach Worker provides support to young people experiencing mental distress using a case management framework and recovery-oriented practice. This is an outreach position that requires effective  time management and administration skills. Mental Health Outreach Workers will be required to work with minimal supervision as an outreach worker, as well as working effectively within a small team. | | | |
| **Key Responsibilities** | **Providing Quality Services and Programs:**   1. Providing assessment regarding consumers’ eligibility, diagnosis, history, risk factors, strengths, goals, appropriate models of intervention and discharge planning for young people with mental health issues and special needs, using a case management model of service delivery with recovery focused practice. 2. Support young people in developing daily life skills such as: cooking, budgeting, accessing public transport, daily cleaning & personal hygiene routine etc. 3. In collaboration with other services provide assistance with maintaining suitable accommodation, developing links and accessing health, education, employment, welfare and other services and accessing advocacy and information services. | * 1. You will be required to maintain an average caseload of 15 consumers,   2. Prepare and participate in monthly case reviews with your manager,   3. Case notes/files reflect strength based and recovery focused practice,   4. Conduct thorough assessments as per the policy and procedure,   5. Develop with client and regularly review individual plans, as per P&P,   6. Planning and developing a discharge plan following clients’ successful engagement with the program,   7. On occasion, your manager may attend outreach visits with you to ensure a quality service is being provided,   8. Services are provided in line with any professional or CatholicCare Code of Ethics and Conduct,   9. At the first meeting, you are required to inform the client of the limitations of confidentiality and our obligations in regards to duty of care. Provide information, referral and advocacy which need to be evidenced in files notes and reviewed at your monthly case reviews,   10. Appropriate use of brokerage funds as per the policy,   11. Wherever appropriate, liaise with Child and Adolescent Mental Health Services.   2.1 You will provide outreach visits to young people in order to support them according to their individual support plans and their needs.   * 1. You will be required to facilitate linkages with appropriate services based on young people needs.   2. You will be required to make referrals to the agencies and provide support letters. | | |

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| **Key Responsibilities** | 1. Develop and implement psycho- educational workshops to benefit the client group and facilitate groups within the service – targeting skill development and resilience building. 2. Addresses the individual consumer’s risk factors and promote resilience and other protective factors. 3. You are required to maintain effective administrative functions including, records, statistics and reports relevant to the program. 4. Supervision and Professional Development. | * 1. You may be required to provide internal and external workshops to benefit the client group,   2. You may be required to facilitate groups within other CatholicCare youth programs targeting skills development and resilience building.   3. You will facilitate positive relationships with family carers and significant others,   4. You will encourage young people to maintain participation in education, training or employment,   5. You will promote daily living skills such as hygiene, food preparation and banking,   6. You may be required to implement short term therapeutic interventions.   7. You will facilitate access to public transport for young people,   8. You will encourage young people to maintain regular social and recreational contacts.   9. Case notes completed for all client related matters. They will be objective, factual, concise, legible and current,   10. In the case of any subpoenas or audit the file must be returned to the Manager upon immediate request,   11. Files are to be maintained as per the file management procedure,   12. You are required to complete all data entry as per any contractual arrangements or policy,   13. Data entry planned and updated on a regular basis or as client information changes. Time to complete data entry is to be shown on your outlook calendar,   14. You may be required to provide additional information, statistics and data as requested by your manager,   15. All client information is up to date and recorded in relevant program lists,   16. You will enter all appointments in your outlook calendar. It must include, where you are meeting the client, initials of the client, contact details of the client and confirmation of attendance/non-attendance,   17. Tasks are prioritised in discussion with your manager,   18. Tasks are completed within agreed deadlines,   19. You will be required to participate in team admin tasks, such as taking minutes, writing newsletter and updating marketing materials,   20. You will provide data on a 6 monthly basis in relation to Outcome Measurement Tools or as directed by your manager.   21. Attend regular professional supervision,   22. You may be required to provide professional supervision to staff across the agency and/or mentoring,   23. Participate in in-line supervision as directed by your manager,   24. Undertake professional development as per your Professional Development Plan and Program and CatholicCare Policies, including program specific core training,   25. Provide feedback and disseminate information gathered from   attendance at Team Meetings. |

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| **Key Selection Criteria** | | | |
| * Preference for Tertiary qualification(s) in a related field including Psychology, Social Work, Mental Health etc. Minimum qualification requirements are Diploma level in a related field and at least 3 years’ experience in working with complex young people and / or families. * Proven ability to liaise and advocate with various stakeholders. * Highly developed problem-solving skills. * Hold a current drivers’ license, a current Working with Vulnerable People card and be willing to undergo a police check. | | | |
| ***Experience & Knowledge*** | * Knowledge and understanding of the key issues young people with mental health issues and special needs encounter. * Knowledge and understanding of the key issues facing families with complex needs. * 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 Quality Assurance Standards, protocols and implementation. | **Attributes** | * Evaluating and monitoring own performance. * Having knowledge and confidence in own ideas and vision. * Articulating own ideas and vision. * Taking responsibility. * Working ethically. * 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 list 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. | |
| **Employee** |  |
| **Signature** |  |
| **Date** |  |