

Schizophrenia Fellowship of NSW Inc

Position Description

Community Support Worker Hunter Region

Reporting to:

Coordinator, Hunter Region

Hours of Work:

Part time 45.6 hours (6 days) per fortnight

Tenure:

18 months

Location:

Sunflower Centre, Newcastle West

Salary:

SACS NAPSA Award Grade 3, Year dependent on experience, enhanced by salary packaging

Position Aims:

- Under the direction of the Fellowship's Hunter Coordinator provide support to the Hunter Community Development Program, the Hunter Community Reintegration (Forensic) Program and the Sunflower Centre.
- In consultation with the Hunter Coordinator deliver innovative options that are responsive to the needs of the target group.
- To ensure the service achieves its aims and operates in accordance with all contractual and legislative requirements.

Position Responsibilities:

- Assist with the recruitment and coordination of volunteers
- Administrative support as required to the Sunflower Centre and the Community Development and Hunter Community Reintegration (Forensic) Programs.
- In consultation with the Coordinator, provide support to volunteers and clients through delivery of services and activities, including support groups, as specified in their individual supports plans
- Provide direct service delivery for development and enhancement of volunteer and client skills which includes but is not limited to self care, transport, engagement in community life, educational, vocational and recreation activity and provide peer support
- When required, in consultation with the Coordinator, advocate for and support volunteer and client access to relevant services within the community
- Develop and maintain effective working relationships with other staff and volunteers
- In consultation with the Coordinator assist in the development and implementation of a promotional program
- Develop and maintain effective working relationships with other Fellowship services as well as Hunter New England Mental Health staff at Morisset Hospital, the University of Newcastle, Justice Health and other stakeholders
- Maintain awareness and knowledge of the mental health system, including the forensic mental health system and relevant educational training courses and utilise this knowledge to inform service development activities
- To meet all data entry requirements of the Fellowship's client data management system Frameworki
- To ensure that contributions to all contractually required program reports and any additional outcome measure or other research reports are submitted on schedule
- To evaluate, report on and continuously improve your own professional performance, knowledge and skills

- Contribute to the continuous improvement of the Quality and OH&S systems by participating in the monitoring, review and evaluation of the policies, procedures and work practices underpinning these systems
- Carry out other duties requested by the Coordinator or Fellowship Management

Background

The Schizophrenia Fellowship of NSW (the Fellowship) is a State-wide mental illness charity in operation since 1985. The Fellowship provides three key strategies: advocacy for better services for people with mental illness and their families; provision of innovative services for people with mental illness and their families and education of the wider community on mental illness.

The Fellowship has over 200 staff across NSW and is providing a range of recovery services including Clubhouse, Day to Day Living (D2DL) in the Community, Personal Helpers and Mentors (PHaMs) and Helping Hands. The Fellowship also provides the Family and Carer Program in three Area Health Services (AHS) of NSW, respite services and centres, as well as community development, information and advocacy programs, thereby giving it a range of diverse programs.

The Hunter Community Development Program has been operating across the Hunter Region for the past 10 years, providing support, education, information and advocacy to people living with mental illness, their families, friends, carers and the wider community. The Community Reintegration Program will build on current consumer services and the education and training programs provided by the Fellowship and the development will be carried out with the support and cooperation of existing services and senior staff.

Essential Criteria

- Qualification in a relevant discipline
- Knowledge of the needs of people living with mental illness
- Experience in working with people living with mental illness
- Demonstrated initiative and problem solving skills
- Demonstrated ability to function independently and within a team environment
- Demonstrated effective written and verbal communication skills
- Computer and administration skills
- Available to work outside of business hours, including weekends
- Current NSW driver's licence and access to vehicle

Desirable Criteria

- Knowledge of the NSW Mental Health System, including the Forensic Mental Health system
- Experience or knowledge of community based mental health services
- Appreciation and commitment to a recovery based approach to mental health

Personal Qualities required

- Compassion, patience and ability to empathise
- Genuine commitment to helping people with a functional limitation as a result of mental illness in their recovery, a capacity to relate to them with dignity and respect, and as a unique person rather than as a 'person with a mental illness'.
- Good team skills and knowledgeable about when to seek help or supervision
- Ability to promote the rights, responsibilities and recovery of program participants
- Promote ethical behaviour and anti discriminatory practice that treats consumers, family and staff with dignity and respect, and balances the right to privacy and confidentiality with duty of care.