



Clubhouse Mental Health Support Worker Job Description



What is a Clubhouse?

A clubhouse is a holistic community mental health program that provides members psychosocial rehabilitation through a full range of social, vocational, education, housing and recreational opportunities.

Reporting to and Supported by:

Clubhouse Director

Clubhouse Management Committee

Hours of Work

38 hours per week, when scheduled you may be required to work some evening, weekend and (possibly in the future) public holiday shifts.

Tenure:

Permanent position

Salary:

Currently SACS Award Community Services Award Grade 3, Year based on experience – enhanced by generous salary packaging

Position Goals:

1. Ensure that members in your unit are actively engaged throughout the **Work Ordered Day**
2. Assist members with their **ISPs**, general recovery and where possible **employment**
3. Co-manage one or more **Transitional Employment Placements**
4. Be a valuable & effective member of several **teams** (Unit, Clubhouse, Pioneer & SFNSW)
5. Evaluate, **report on** and continuously improve your own and your units performance
6. Ensure compliance with OH&S, Code of Conduct, International Clubhouse Standards and other relevant **policies** and funding performance requirements

Position Activities:

- **Actions for Goal 1: Ensure that members in your unit are actively engaged throughout the Work Ordered Day**
 - a. In liaison with the Clubhouse Director design and implement a clear and attractive **program of unit activities** and training that fills **the whole Work Order Day** and which caters for a range of capabilities
 - b. Develop and manage **unit membership**
 - c. Maintain a **positive atmosphere** of teamwork, friendliness, activity and learning
 - d. **Outreach** and assist members with outreaching non-attending unit members
 - e. Acquire and maintain all necessary **resources and supplies** for your Unit
 - f. **Work alongside members** to develop and maintain motivation and unit identification
 - g. Work with members to **develop the roles and skills** necessary for the operation of the unit.

KPI 1– At least 6 members involved throughout the day the Unit’s WOD activities

- **Actions for Goal 2: Assist individual members with their ISPs general recovery and where possible employment**
 - a. Meet with members to develop, update and record the progress of their ISPs
 - b. Where possible to assist individual members to obtain and retain **employment**
 - c. Where members are already employed assist them to move onto **better employment**, in their current place of employment or elsewhere
 - d. Assist individual members to increase their **independence and empowerment** by participating in the decision making process of the Clubhouse
 - e. Assist members, in liaison with other staff, in relation to housing, medical services, external training, Centrelink entitlements, or other **practical needs**
 - f. Act as a **role model** for members – in terms of attitudes, behaviour and dress standards within the Clubhouse work and social setting.

KPI 2 – Be an ISP Mentor for at least 10 members and meet with them at least once a month

- **Actions for Goal 3: Manage or Co-manage one or more Transitional Employment Placements**
 - a. **Liaise** with the TEP Coordinator to determine the most appropriate TEPs
 - b. **Learn the job requirements** of the particular TEPs sufficient to train others
 - c. Assist with the selection of member candidates for the particular TEPs
 - d. **Train and support members** in the TEPs sufficient for them to be competent, confident and motivated in the position
 - e. **Fill-in** or arrange fill-in for members absent from their TEP
 - f. Work with members during the progress of their TEP to determine their **post-TEP activity**
 - g. Assist TEP Coordinator to obtain & retain the **required number of TEPs** for the Clubhouse

KPI 3– Effectively Manage or Co-manage at least 1 TEP

- **Actions for Goal 4: Be a valuable & effective member of several teams (Unit, Clubhouse, Pioneer & SFNSW)**
 - a. Be a **cooperative, collegial and contributing** member of your Unit, Clubhouse, Pioneer and overall SFNSW team and any sub-committees you may belong to
 - b. Participate in the overall **management and maintenance** of Pioneer Clubhouse
 - c. Perform **other roles** and fill-in for other team members as and when required
 - d. **Communicate and negotiate with the Clubhouse Director** regarding all issues to do with absence from Clubhouse premises, leave, rostered days off, and training days
 - e. Provide accurate daily/weekly information regarding **your individual movements** to the reception area and where appropriate on the “This Week Activities” white board.
 - f. To **attend** all morning meetings, weekly review, supervision sessions and all required special meetings
 - g. Act as a **role model** for members in all team activities and behaviour at meetings

KPI 4– Be generally regarded as a valuable and contributing member of every team you are a member of when evaluated by other members of those teams

- **Actions for Goal 5:** Evaluate, **report on** and continuously improve your own and your units performance
 - a. Complete **your own Action Plan** on achieving all **the above KPIs** and keep it up-to-date
 - b. Ensure that all your **Unit Information is organised, safe and accessible**
 - c. Ensure that **all required Reports** are completed and where necessary submitted on time (e.g. Unit Membership, Unit Attendance, Unit Activity, Training and Employment)
 - d. Ensure that a **monthly Unit Report** is completed and submitted one week before the Management Committee meeting
 - e. Complete **your own ISP** (your own holistic development) with another staff member or outside person and keep it current and up-to-date

KPI 5– All required Reports and paper work and completed and submitted on time

- **Actions for Goal 6:** Ensure compliance with OH&S, Code of Conduct, International Clubhouse Standards and other relevant **policies** and funding performance requirements
 - a. Ensure that the OH&S requirements of your Unit are met and that where this is not possible due to resource constraints, that you work with the Director and Management Committee to obtain those resources
 - b. Ensure that the Code of Conduct is complied with
 - c. Ensure that the functions of the house are undertaken in a manner consistent with the International Standards for Clubhouses.
 - d. Educate yourself about the main funding performance requirements of the funding bodies and work with others in your Clubhouse team to ensure these are met
 - e. Comply with all other organisational policies as and when required

KPI 5– Where a serious non-compliance of any of the above that is within your power to remedy is brought to your attention by the Director, then a clear action response should be undertaken

Job Description Post Script: Circumstances continually change and a readiness to be able to flexibly adapt to new requirements and roles in a spirit of collegiality is a permanent necessity

Commencement Date:

3 Month Appraisal:

12 Month Appraisal:

Date Ratified:

Date for Review: