

Position Description

Title	Mental Health Duty Worker
Business Unit	AOD, Mental Health, Carer Services & Tasmania
Location	As per employment agreement
Employment type	As per employment agreement
Reports to	Team Leader, Community Capacity Building

About Uniting

Uniting Vic. Tas. is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land.

We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

1. Position purpose

Uniting is committed to providing a transparent, accessible and supportive experience for consumers and the public when contacting our services.

The position engages with people, as a first point of contact, who may be experiencing crisis or have complex issues. As a first point of contact, the position will limit the need for consumers to repeat their story. The position assesses consumers immediate needs, and advocates or refers them to a service.

Our purpose is to equip consumers by building resilience and autonomy through positive and effective processes that will provide self-reliance. The position also acts to work with other staff in de-escalating behaviour when consumers become distressed or agitated.

2. Scope

Budget: nil

People: nil

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3. Relationships

Internal

- Community Capacity Building Team Leader
- ER and Hartley's staff and volunteers
- Prahran Hub staff and volunteers
- AOD, Mental Health, Carers and Tasmania division staff

External

- External service providers
-

4. Key responsibility areas

Service delivery

- Work with people experiencing crisis who come to us for support
- Advocate on behalf of people or support them to self-advocate
- Offer warm referrals for people to local services
- Connect people to Uniting services who may not have accessed them previously
- Assist Hartleys, ER and Prahran Hub with service delivery

Administration

- Case file notes
- CDS system
- Riskman
- Case studies

Quality and risk

- Participate in regular debriefing with supervisor
- In conjunction with others, develop continuous improvement measures

People and teams

- Support the team in achieving leading practices and effective process governance
- Undertake regular supervision and performance review with line manager, providing feedback to promote collaborative working relationships
- Promote and maintain a positive, respectful and enthusiastic work environment
- Provide authentic team collaboration and the highest level of professional conduct in alignment with Uniting's values.

Legal requirements & risk management

- Ensure all funding and statutory requirements pertaining to the position are met including reporting of serious incidents, reportable conduct, and mandatory reporting (child safety)
- Foster a culture where risks are identified and appropriately managed
- Report areas of serious risk to next level supervisor and work together to mitigate those risks.

Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.

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- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position.
- Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and/or young people.
 - Based on a relationship with a current member of Uniting's workforce
 - Based on my ongoing work with another organisation

5. Performance indicators

- Number of Consumers supported
- Number of CSU's provided
- Advocacy and referrals offered: mental health, AOD, domestic violence, homelessness, financial advice, etc

6. Person specification

Qualifications

- Cert IV in Mental Health / Peer Work / Disability Services / Community Services
- Tertiary qualifications in Social Work, Psychology, Occupational Therapist

Experience

- Experience working with people with a lived experience of mental health issues / psychosocial disability preferred
- Demonstrated ability to work with people who are experiencing crisis or disadvantage
- Demonstrated ability to work with people who have complex needs
- De-escalation, negotiation and mediation

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values.
- Demonstrated ability to provide safe environments for children and young people and protect them from abuse and neglect.
- Conflict resolution skills
- Local services knowledge

7. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.

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8. Acknowledgement

I have read, understood, and accepted the above Position Description

Employee

Name:

Signature:

Date: