

POSITION DESCRIPTION

POSITION TITLE	Mental Health Recovery Worker, Hoarding Advocacy Support Service (HASS)		
POSITION OVERVIEW	The HASS Recovery Worker will provide person-centred, recovery-focused support to participants experiencing challenges with their living conditions and associated mental health concerns. This include providing case management, outreach, psychoeducation and hands-on support with decluttering. This role also includes the facilitation of psychoeducation groups for community members impacted by hoarding behaviours and their family members.		
CLASSIFICATION	SCS Level 4	SERVICE AREA	Mental Health
EMPLOYMENT TYPE	<input type="checkbox"/> PERMANENT <input checked="" type="checkbox"/> FIXED TERM <input type="checkbox"/> CASUAL		
EMPLOYMENT STATUS	<input checked="" type="checkbox"/> FULL TIME <input checked="" type="checkbox"/> PART TIME	HOURS PER WEEK	Up to 38
LOCATION	1 Bowes Place, Woden		
IMMEDIATE MANAGER	Team Leader, Mental Health Recovery		
INDUSTRIAL AGREEMENT	Woden Community Service Limited Enterprise Agreement 2024		

REPORTING RELATIONSHIPS

NO OF DIRECT REPORTS	Nil	NO OF INDIRECT REPORTS	Nil
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KEY RELATIONSHIPS

INTERNAL	Mental Health and Wellbeing Teams
EXTERNAL	Hoarding Case Management Group (HCMG), ACT Health including Mental Health, Justice Health, Alcohol & Drug Services, ACT Housing

KEY ACCOUNTABILITIES

- Provide community-based, recovery-focused support to people experiencing challenges with their living conditions (hoarding and/or squalor) and associated mental health concerns.
- Support effective communication between service users and external stakeholders to reduce barriers to sustainable tenancies and/or personal wellbeing.
- Ensure that services are coordinated, integrated and complementary to other services in the community.
- Co-facilitate psychoeducation and support groups for community members impacted by hoarding and acquiring behaviours, and their family members.
- Provide practical, hands-on support with cleaning, organising and waste removal to support participants to build skills to maintain a safe living environment.
- Provide information and guidance to external services and community members about local resources for hoarding support as well as best practice approaches.
- Provide a welcoming and professional environment for carers/family members.
- Attend and represent WCS at external stakeholder meetings.

- Ensure all administrative responsibilities are met within required timeframes.
- Contribute as an effective team member by sharing information, supporting and assisting colleagues in a proactive manner to meet program goals and timeframes.
- Contribute to the ongoing evaluation of service delivery by providing feedback to the Service Area/Business Unit managers and participate in ongoing quality improvement of the service area.
- Engage in the evaluation of performance with your immediate manager and actively seek opportunities to develop professionally and personally through supervision and reflective practice.
- Work in accordance with workplace health and safety guidelines and follow the Policies and Procedures of the organisation.
- Apply workplace Diversity and Equity principles at all times.

EXPERIENCE & QUALIFICATIONS			
Essential Selection Criteria	<ul style="list-style-type: none"> ▪ The minimum qualification for the role is a Certificate IV in Mental Health or equivalent. ▪ Previous experience in mental health field strongly preferred. ▪ Extensive skills, knowledge and experience in providing direct and personalised assistance through mental health outreach, providing information and referral as well as monitoring and reporting progress. ▪ An understanding and demonstrated awareness of strength-based, solution focused and recovery approaches. ▪ Demonstrated ability to build supportive and respectful relationships with people experiencing mental illness and significant distress, including family members and carers. ▪ Effective communication skills, including the ability to develop strong relationships and trust with people experiencing mental illness, their families and carers. ▪ Demonstrated ability to work effectively and collaboratively in a small team and a willingness to participate in reflective practice. ▪ Demonstrated understanding of professional boundaries, privacy and confidentiality. 		
Other	<ul style="list-style-type: none"> ▪ Demonstrate at all times commitment to WCS's Purpose and Values, and follow the WCS Code of Conduct. ▪ A current First Aid Certificate and Australian drivers licence. ▪ Ongoing employment is subject to a satisfactory Police check and maintaining a current ACT Working with Vulnerable People registration. ▪ Availability to work out of normal business hours when necessary. 		
Document History	Original: October 2024	Revised: December 2024	Version: V2
Employee's name		Signature	DATE