

POSITION DESCRIPTION

POSITION TITLE	Support Worker, Hoarding Advocacy Support Service (HASS)		
POSITION OVERVIEW	Under the direction of the HASS Team Leader and Recovery Worker, the HASS Support Worker will provide person-centred, recovery-focused support to participants experiencing challenges with their living conditions and associated mental health concerns. This includes providing hands-on support with decluttering and skill-building activities focused on daily living, planning and problem solving, and cleaning and organising.		
CLASSIFICATION	SCS Level 2	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	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

- Follow the direction of the HASS Team Leader and HASS Recovery Worker to implement strategies as part of individualised recovery/support plans.
- Establish positive working relationships with participants and offer emotional support and encouragement during periods of increased psychological distress.
- Provide community-based, recovery-focused support to people experiencing challenges with their living conditions (hoarding and/or squalor) and associated mental health concerns.
- Provide practical, hands-on support with cleaning, organising and waste removal to support participants to maintain a safe living environment. Support participant to engage in skill-building activities focused on daily living skills, planning and problem solving, and cleaning and organising.
- Maintain regular and detailed case notes. 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 III Community Service with 12-months experience or Certificate IV in Mental Health, or equivalent qualification/experience. ▪ Previous experience in mental health field strongly preferred. ▪ Skills, knowledge and experience providing direct and personalised assistance through mental health outreach. ▪ 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.
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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.
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Document History	Original: August 2023	Revised: January 2025	Version: V2
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Employee's name		Signature		DATE	
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