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|---|---|-------------------------------|--------------------------|
| <b>POSITION TITLE</b>   | <b>Mental Health Support Coordinator</b>  |                               |                          |
| <b>POSITION OVERVIEW</b>  | <p>The Mental Health Support Coordinator provides person-centred, recovery-focused support across all WCS mental health programs, ensuring cohesive, high-quality services for participants. This role involves working flexibly across the following programs:</p> <ul style="list-style-type: none"> <li>• <b>The Way Back Support Service (TWBSS):</b> Providing up to 12 weeks of post-crisis support following a suicide attempt.</li> <li>• <b>Transition to Recovery (TRec):</b> Delivering tailored, flexible, recovery-oriented assistance to participants transitioning from acute care or preventing hospital admissions. <b>This program operates 7 days a week from 9:00 am to 9:00 pm.</b></li> <li>• <b>Step Up Step Down (SUSD):</b> Delivering intensive community-based outreach to support recovery and prevent or manage hospitalisation.</li> <li>• <b>Hoarding Advocacy Support Service (HASS):</b> Providing advocacy and hands-on support for individuals experiencing hoarding-related challenges, including psychoeducation and group facilitation.</li> <li>• <b>Commonwealth Psychosocial Support Program (CPSP):</b> Delivering outreach and group-based support to enhance personal capacity, social participation, and community connections.</li> </ul> |                               |                          |
| <b>CLASSIFICATION</b>   | SCS 4   | <b>SERVICE AREA</b>           | Mental Health            |
| <b>EMPLOYMENT STATUS</b>  | <input checked="" type="checkbox"/> Full time <input type="checkbox"/> Part time <input checked="" type="checkbox"/> Casual   |                               | <b>HOURS PER WEEK</b> 38 |
| <b>LOCATION</b>   | Bowes Place   |                               |                          |
| <b>IMMEDIATE MANAGER</b>  | Operations Manager, Mental Health and Tenancy Support   |                               |                          |
| <b>INDUSTRIAL AGREEMENT</b>   | WODEN COMMUNITY SERVICE LIMITED ENTERPRISE AGREEMENT 2024   |                               |                          |
| <b>REPORTING RELATIONSHIPS</b>  |   |                               |                          |
| <b>NO OF DIRECT REPORTS</b>   | 0   | <b>NO OF INDIRECT REPORTS</b> | 0                        |
| <b>KEY RELATIONSHIPS</b>  |   |                               |                          |
| <b>INTERNAL</b>   | Mental Health and Housing Team, Social Inclusion, Youth teams   |                               |                          |
| <b>EXTERNAL</b>   | Mental Health Services, Justice Health, Drug and Alcohol Services   |                               |                          |
| <b>KEY ACCOUNTABILITIES</b>   |   |                               |                          |
| <ul style="list-style-type: none"> <li>• Deliver recovery-focused, person-centred support, tailored to the unique needs of each program's participants.</li> <li>• Conduct comprehensive risk assessments and safety planning for service users.</li> <li>• Provide outreach services, including direct support, referrals, and hands-on assistance as required.</li> </ul> |   |                               |                          |

- Facilitate peer-based and psychoeducation group activities to empower participants and their support networks.
- Collaborate with external service providers and internal teams to ensure coordinated, holistic care.
- Monitor participant progress and maintain detailed, accurate records for reporting and evaluation purposes.
- Represent WCS mental health programs at external stakeholder meetings and community events.
- Contribute to the ongoing evaluation and quality improvement of all mental health services.
- Support effective communication between service users and external stakeholders to reduce barriers to sustainable tenancies and/or personal wellbeing.
- Provide practical, hands-on support with cleaning, organising, and waste removal to support participants in building skills to maintain a safe living environment.

### EXPERIENCE & QUALIFICATIONS

|                         |   |  |                  |  |             |
|-------------------------|---|--|------------------|--|-------------|
| <b>Essential</b>        | <ul style="list-style-type: none"> <li>• Minimum of Certificate IV in Mental Health or equivalent, with at least 1 years' experience in Mental Health field.</li> <li>• ACT Working with Vulnerable People registration including NDIS.</li> <li>• National Police Check.</li> <li>• Strong knowledge of recovery-focused, trauma-informed, and person-centred practices.</li> <li>• Effective communication skills (both oral and written) and good interpersonal skills to engage and build trust with diverse individuals.</li> <li>• Experience in risk assessment, safety planning, and working collaboratively with other service providers.</li> <li>• Ability to exercise judgement and discretion in handling sensitive and confidential enquiries and information.</li> <li>• Demonstrated ability to establish rapport and build and maintain sound relationships with individuals, carers and families based on mutual respect and trust.</li> <li>• Demonstrated understanding of professional boundaries, privacy and confidentiality.</li> <li>• Demonstrated ability to work with limited supervision.</li> </ul> |  |                  |  |             |
| <b>Desirable</b>        | <ul style="list-style-type: none"> <li>• Knowledge of mental health and community resources in the ACT.</li> </ul>  |  |                  |  |             |
| <b>Other</b>            | <ul style="list-style-type: none"> <li>• Ability to work outside normal business hours if required.</li> <li>• Demonstrate at all times commitment to WCS' Purpose and Values, and follow the WCS Code of Conduct.</li> <li>• Ongoing employment is subject to a satisfactory Police check and maintaining a current ACT Working with Vulnerable People registration.</li> </ul>  |  |                  |  |             |
| <b>Document History</b> | <b>Original:</b> January 2025 <b>Revised:</b> March 2025 <b>Version:</b> V2   |  |                  |  |             |
| <b>Employee's name</b>  | <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 40%;"></td> <td style="width: 20%; text-align: center;"><b>Signature</b></td> <td style="width: 20%;"></td> <td style="width: 20%; text-align: center;"><b>DATE</b></td> </tr> </table>   |  | <b>Signature</b> |  | <b>DATE</b> |
|                         | <b>Signature</b>  |  | <b>DATE</b>      |  |             |