

POSITION TITLE	Mental Health Support Worker		
POSITION OVERVIEW	<p>The Mental Health Support Worker provides person-centred, recovery-focused support to individuals experiencing complex mental ill-health, suicidal ideation, and mental distress. This role involves delivering practical, hands-on assistance alongside participants to support their recovery journey and improve overall wellbeing.</p> <p>Working across all WCS mental health programs, the Mental Health Support Worker plays a key role in ensuring cohesive, high-quality services tailored to participants' individual needs. The role requires flexibility, with availability needed between 9:00 am and 9:00 pm as required to meet program and participant needs.</p>		
CLASSIFICATION	SCS 3	SERVICE AREA	Mental Health
EMPLOYMENT STATUS	<input type="checkbox"/> Full time <input type="checkbox"/> Part time <input checked="" type="checkbox"/> Casual		HOURS PER WEEK 20
LOCATION	Bowes Place		
IMMEDIATE MANAGER	Operations Manager, Mental Health & Tenancy Support		
INDUSTRIAL AGREEMENT	WODEN COMMUNITY SERVICE LIMITED ENTERPRISE AGREEMENT 2024		
REPORTING RELATIONSHIPS			
NO OF DIRECT REPORTS	0	NO OF INDIRECT REPORTS	0
KEY RELATIONSHIPS			
INTERNAL	Mental Health and Housing Team, Social Inclusion, Youth teams		
EXTERNAL	Mental Health Services, Justice Health, Drug and Alcohol Services		
KEY ACCOUNTABILITIES			
<ul style="list-style-type: none"> • Co-design assessments, including risk assessments and safety planning, with Recovery Workers and participants to ensure safe and effective service delivery. • Engage with participants and their carers to foster supportive relationships that enhance recovery and wellbeing. • Provide direct support to Recovery Workers and co-facilitate psychosocial and therapeutic group activities. • Deliver recovery-focused, person-centred support tailored to participants' unique needs through outreach, hands-on assistance, and structured group programs. • Collaborate with external service providers and internal teams to ensure coordinated, holistic care. • Monitor participant progress, maintain accurate case notes, and contribute to program evaluation and quality improvement. 			

- Represent mental health programs at external stakeholder meetings and community events.
- 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 help participants develop skills to maintain a safe living environment.

EXPERIENCE & QUALIFICATIONS

Essential	<ul style="list-style-type: none"> • Minimum of Certificate III in Mental Health or equivalent with 12 months experience working in a support role within the mental health or community services sector, or equivalent qualification/experience. • ACT Working with Vulnerable People registration including NDIS. • National Police Check. • Strong knowledge of recovery-focused, trauma-informed, and person-centred practices. • Effective communication skills (both oral and written) and good interpersonal skills to engage and build trust with diverse individuals. • Experience in risk assessment, safety planning, and working collaboratively with other service providers. • Ability to exercise judgement and discretion in handling sensitive and confidential enquiries and information. • Demonstrated ability to establish rapport and build and maintain sound relationships with individuals, carers and families based on mutual respect and trust. • Demonstrated understanding of professional boundaries, privacy and confidentiality. • Demonstrated ability to work with limited supervision. 				
Desirable	<ul style="list-style-type: none"> • Knowledge of mental health and community resources in the ACT. 				
Other	<ul style="list-style-type: none"> • Ability to work outside normal business hours if required. • Demonstrate at all times commitment to WCS' Purpose and Values, and follow the WCS Code of Conduct. • Ongoing employment is subject to a satisfactory Police check and maintaining a current ACT Working with Vulnerable People registration. 				
Document History	<table border="0" style="width: 100%;"> <tr> <td style="width: 33%;">Original: March 2025</td> <td style="width: 33%;">Revised:</td> <td style="width: 33%;">Version: 1</td> </tr> </table>	Original: March 2025	Revised:	Version: 1	
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Employee's name	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 40%;"></td> <td style="width: 20%; text-align: center;">Signature</td> <td style="width: 20%;"></td> <td style="width: 20%; text-align: center;">DATE</td> </tr> </table>		Signature		DATE
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