

Job Description



OUR ORGANISATION

Skylight Mental Health (Skylight) is a community-based, not-for-profit organisation, which provides a range of education, support, rehabilitation and recovery-oriented services and programs for people with mental illness, their carers (family and friends) and the community. Skylight delivers programs using 'lived experience' of people with mental illness and carers, and according to a psychosocial rehabilitation model, and recovery philosophy and practice.

Skylight's objectives include promoting greater community knowledge, awareness, support and understanding of the effects of mental illness on individuals and their carers. Skylight pursues these objectives through research, illness management, support, reducing stigma and advancing the rights of people with a mental illness and their carers. Skylight is a member organisation of MIFA (Mental Illness Fellowship Australia, www.mifa.org.au), a national body with branches across states and territories in Australia. For more information about Skylight services and programs, please visit www.skylight.org.au.

OUR VISION, MISSION and VALUES

OUR VISION is a South Australian community that understands mental illness, and responds with confidence, respect and hope.

OUR MISSION is to increase opportunities to achieve good mental health, to promote acceptance of mental illness in the community, and provide quality services for people with mental illness, their family and friends.

OUR VALUES: Understanding, Connection, Optimism, and Courage.

KEY PERFORMANCE AREAS

All Skylight employees are required to meet at least the minimum level of satisfactory performance in the following areas within the context and performance of their positions:

Organisation:	Skylight and our strategic goals, including positive culture, policies, procedures and legislative requirements
Program/Work Area:	Program/Work Area tasks & responsibilities
Team:	Working relationships within Skylight teams
Individual:	Individual performance areas
Supervisor:	Working relationship with your direct supervisor
Leadership:	Additional responsibilities, which apply to Team Leaders, Coordinators, Specialists and Managers who participate in Leadership Group meetings at Skylight.

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POSITION SUMMARY

TITLE:	Senior Worker
PROGRAM/WORK AREA:	Service Delivery
AWARD:	Social, Community, Home Care and Disability Services Industry Award 2010, SACS 4
HOURS:	Up to 1.0 FTE
LOCATION:	Metropolitan Adelaide

Skylight programs deliver a range of recovery-oriented community mental health services by working alongside people experiencing mental illness, family and friends who support them, and the broader general South Australian community. Skylight develops programs with input from participants, to ensure responsive, effective services that build on strengths, increase resilience and improve mental health.

Services include individual support, carer programs, therapeutic groups, social and recreational activities, together with information, education, advice and referral. The Senior Worker will perform one or more of these services.

Under the general direction of a Team Leader or delegate, the Senior Worker will assist in the development, delivery and evaluation of high quality Skylight programs. The Senior Worker will contribute to a collaborative and flexible team culture, to build and maintain respectful and compassionate relationships with program participants. This will include working closely with community partner organisations and key stakeholders in a range of locations, including Skylight sites, community centres, local community settings, within people's homes and residential group accommodation.

SPECIAL CONDITIONS

The Senior Worker position may require flexible work hours. Flexible work hours are subject to the needs of the program, as negotiated, with time off in lieu provided by mutual agreement when the employee works additional hours, to maintain an average of allocated hours per week.

Satisfactory National Police clearance and DCSI Child-related Employment Screening are required prior to appointment. You must hold a Permanent Resident Visa or be an Australian Citizen to apply for this position.

The Senior Worker will be required to use their own registered, insured and fully maintained motor vehicle and will receive compensation for mileage at the Award rate.

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DUTIES

- Assist people to navigate the NDIS. As part of this, provide planning and coordination for people to maximise the choice and control over the services they use.
- Establish service agreements with Skylight participants.
- Facilitate the coordination of services including the delivery of NDIS Support Coordination to enable NDIS participants to access the services they need.
- Support staff in the delivery of service:
 - Initial Assessments and Service Coordination
 - Support Worker engagement
 - Supervising and mentoring of Support Workers, students and volunteers
 - Rostering and scheduling of supports
 - Debriefing with Support Workers
 - Ongoing regular check-in supports with participants.
- Manage customer relationships.
- Implement appropriate crisis intervention and risk assessment processes.
- Contribute to a collaborative and flexible team culture.
- Ensure that a high level of documentation and data is maintained, within a timely manner from all aspects of service delivery.
- Utilise and implement principles and culturally competent practices, based on National Standards for Mental Health Services.
- Network and work closely with community partner organisations and key stakeholders.
- Contribute to the progress of Skylight's Reconciliation Action Plan.
- Develop and implement resources, policies, and processes.
- Maintain current mental health knowledge, and engage in regular supervision and annual performance appraisals to ensure ongoing professional development
- Contribute to the high standard of service that Skylight provides by participating in relevant meetings, delivering programs consistent with Skylight's strategic plan, policies and procedures, and participating in continuous quality improvement activities.
- Plan, develop and implement special projects and events as directed by the CEO or delegate to meet specific and identified needs. This may include working within or alongside other Skylight programs/work areas on occasion to achieve Skylight's strategic goals.

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SELECTION CRITERIA

Skills, Knowledge and Experience

- A tertiary qualification relevant to the health or mental health sector, and or extensive experience in the community services sector.
- A sound understanding of the opportunities and constraints associated with NDIS funding requirements in the delivery of quality mental health services
- Sound knowledge of mental illness, including impact on individuals, carers and the community, and relevant community services and means of accessing them.
- Demonstrated ability to apply National Standards for Mental Health Services and culturally competent practices.
- Excellent organisational skills including attention to detail. Highly effective oral and written communication skills as well as interpersonal skills.
- Strong personal and interpersonal skills, open to continuous personal development and responsive to feedback.
- Ability to manage diverse relationships and networks with an understanding of various styles, types and classes.
- Contribute to a high performing team culture that communicates a competing vision and is committed to Skylight purpose and values.
- Current SA Driver's License and willingness to use own registered, insured (at a minimum Third Party Property Damage Insurance) and fully maintained motor vehicle for work purposes.
- Strong working knowledge of, and experience with, Microsoft Office, customer relationship management (CRM) databases, scheduling software, email and internet.
- Current Introduction to First Aid and Child Safe Environment accreditation (or willingness to obtain).
- Sound understanding of organisational operations and workplace policies and practices e.g. Equal Opportunity and WHS.