

# Job Description



## OUR ORGANISATION

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Skylight Mental Health (Skylight) is a community based, not for profit organisation, which provides a range of education, support, rehabilitation and recovery based services and programs for people with mental illness, their carers (family and friends) and the community. Skylight programs are delivered utilising “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. These objectives are pursued 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](http://www.mifa.org.au)), a national body with branches across states and territories in Australia. For more information about Skylight services and programs go to [www.skylight.org.au](http://www.skylight.org.au)

## OUR VISION, MISSION and VALUES

**OUR VISION** is a South Australian community which 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:** Show Respect, Foster Team, Create Quality, and Embrace Opportunity.

## 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:*

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

# Job Description



## POSITION SUMMARY

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<b>TITLE:</b>	Support Worker
<b>PROGRAM/WORK AREA:</b>	Service Delivery
<b>AWARD:</b>	Social, Community, Home Care and Disability Services Industry Award 2010, SACS Level 2
<b>LOCATION:</b>	Murraylands

Skylight delivers a range of recovery-oriented community mental health services by working alongside people experiencing mental illness (psychosocial disability), family and friends who care for them, and the broader general South Australian community. Skylight services are developed with input from participants to ensure responsive, effective services which build on strengths, increase resilience and improve mental health and associated comorbidities. Services include individual support, carer programs, therapeutic groups, social and recreational activities, together with information, education, advice and referral.

Under the general direction of a Team Leader, Coordinator, or delegate, the Support Worker will assist Skylight participants with active and social group services and/or individual daily living requirements. These may include, but will not be limited to, assistance with meal preparation; shopping and light home duties; attending appointments; transportation for appointments; respectful and professional companionship skills whilst working within a specified participant support plan.

The Support Worker is required to build and maintain respectful and compassionate relationships with Skylight participants. This will include working closely with the participant, family and friends who care for them, any community partner organisations and key stakeholders in a range of locations, including Skylight sites, community centres, local community settings, within people's homes.

## SPECIAL CONDITIONS

The Support Worker will work on a casual basis, between the hours of 6am to 8pm Monday to Sunday. Hours of work are subject to the needs of Skylight Programs as negotiated and may occur during weekdays, on evenings and weekends, including some overnight work.

DHS Working with Children check and NDIS Worker Check are required prior to appointment. You must hold a Permanent Resident Visa or be an Australian Citizen to apply for this position.

The Support Worker will be required to use their own registered, insured (at a minimum Third Party Property Damage Insurance) and fully maintained motor vehicle and will be compensated for mileage at the Award rate for driving required for work purposes.

# Job Description



## DUTIES

- Follow participant support plans by working alongside people experiencing mental illness (psychosocial disability), family and friends who care for them, and the broader general South Australian community
- Establish supportive, engaging and professional relationships with participants whilst working towards individual goals and outcomes outlined within participant support plans
- Utilise rehabilitation and recovery principles to assist participants to meet individual goals and outcomes through a high standard of direct support in the areas of physical, emotional, behavioural, social connections and personal care
- Support participants to achieve individual goals and outcomes including but not limited to independent living skills, community participation, personal choice and decision making whilst building upon on strengths, increasing resilience and improving mental health
- Support participants to develop and maintain daily living skills such as domestic duties, cleaning, food preparation, shopping, attending appointments
- Assist in the planning, development and coordination of diversional therapy support and similar group programs when required
- Prepare and maintain appropriate records and data, and complete a range of general administrative tasks regarding participant support
- Utilise existing resources, policies, processes and networks relevant to Skylight programs, including working closely with community partner organisations and key stakeholders
- Maintain up to date mental health knowledge regarding rehabilitation and recovery principles
- Contribute to the high standard of service provided by Skylight programs, consistent with Skylight's strategic plan, policies and procedures

# Job Description



## **SELECTION CRITERIA**

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### **Skills, Knowledge and Experience**

- A tertiary certificate or diploma relevant to the health or mental health area, at a minimum qualification of Certificate III Individual Support (Home and Community) and/or knowledge and skills gained through work experience commensurate with community mental health services
- Sound knowledge and awareness of mental illness (psychosocial disability) and related co morbidities and the associated impact on individuals, carers and the community
- Ability to apply rehabilitation and recovery principles and culturally competent practices to achieve individual goals and outcomes outlined within participant support plans
- Demonstrated high level time management skills
- Demonstrated high level communication skills including verbal, written and interpersonal
- Demonstrated teamwork skills including the ability to build and maintain good working relationships with team members, volunteers and students
- Ability to take initiative, problem solve and work autonomously when required
- Ability to embrace change and strive for continual improvement
- Availability for casual work at flexible times, including weekdays, on evenings and weekends, and overnight
- Current SA Drivers License and willingness to use own registered, insured (at a minimum Third Party Property Damage Insurance) and fully maintained motor vehicle for work purposes
- Completed NDIS Worker Orientation Certificate
- Current First Aid and Child Safe Environment accreditation (or willingness to obtain)
- Good knowledge of Microsoft Office Programs, email and internet
- Sound understanding of organisational operations and workplace policies and practices, e.g. Equal Opportunity and WHS