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Role description

Role Title	Mental Health Support and Advocacy Worker
Team	Home & Healthy
Location	Slacks Creek, with travel across Logan and Beaudesert
Classification Level	4
Reports to	Program Manager

Our Vision - Building independence and participation.

Our Purpose - YFS backs people to overcome adversity and to thrive.

- Our Values** -
-  **Excellence** - we deliver high quality services and have high expectations
 -  **Integrity** - we act honestly and openly
 -  **Optimism** - we think and act with confidence about people and the future
 -  **Steadfastness** - we persist to overcome barriers and adversity with our clients
 -  **Courage** - we challenge ourselves and others to create change



YFS has a long history of working with and empowering First Nations peoples. The [YFS Cultural Framework](#) sets out our continuing commitment and the actions we will take as a community member, a service provider and an employer to back First Nations peoples to achieve their aspirations and thrive

YFS is committed to promoting a unified, harmonious, safe and inclusive community. We recognise that all types of diversities deepen and enrich our community and provide an invaluable asset for our future.

We pride ourselves on ensuring our services and work environments are safe, inclusive, welcoming and accessible for all, regardless of ethnicity, gender, gender identity and expression, sexual orientation, disability, or religion.

Primary purpose

Home & Healthy supports participants who are homeless or at risk of homelessness and experiencing severe mental illness with reduced psychosocial functioning.

This small team provides person-centred, recovery focused, practical, flexible support to people experiencing reduced psychosocial functioning who are homeless or at risk of homelessness. They support participants to identify and develop recovery and accommodation goals, to connect with other clinical and non-clinical services and to build their capacity for improving and maintaining their health and wellbeing.

YFS is delivering the Psychosocial Support Program in partnership with Micah and ATSICHS across Brisbane South, Redlands, Logan and Beaudesert. YFS covers Logan and Beaudesert.

Key accountabilities

Service delivery

- Undertake outreach to meet and complete intake with people who have been referred to the program within 14 days of referral. Where suicide risk or recent attempt is identified, intake is to be completed within 7 days.
- Undertake RAS-DS and K10 Assessments with each participant at the beginning and end of their support period as required by the Department of Health.
- Undertake a CANSAS Needs Assessment with participants at commencement of support and every 90 days following for the duration of the support period.
- Support participants to identify their needs and co-create an Action Plan to achieve goals, using the Critical Time Intervention Model to guide timeframes.
- Maintain regular contact with participants commensurate with their changing needs in their preferred manner i.e. face to face, telephone, Zoom/Teams.
- Work one-on-one with participants to resolve issues and build their capacity for improved knowledge, self-confidence, and independence.
- Assist participants to connect with clinical and non-clinical services that will support achieving their goals and improve their health and wellbeing.
- Assist participants and collaborate with housing providers to resolve tenancy issues and/or address homelessness.
- Collaborate with other stakeholders to ensure coordinated, planned support that meets the participants' needs across service systems.
- Work with participants and their clinical supports to compile evidence and lodge an NDIS application.
- Support the participant to improve social connections.
- Develop an exit/transition framework with the participant.
- Manage a case load of up to 30 participants, prioritising workload and taking into account crises and the episodic nature of mental illness.

External relationships

- Build and foster collaborative partnerships with other agencies and stakeholders to provide and maintain effective, accountable services for clients, and report on developments.
- Build a network of contacts in other relevant organisations and ensure YFS's image and reputation is maintained.

Leadership and values

- Apply YFS values, ethics, policies and procedures across all work practices. Contribute to the resolution of work-related matters by being honest, approachable and responsive.

Teamwork and collaboration

- Contribute to developing a cohesive team by participating in meetings, scheduled activities and team processes. Share information, communicate and present ideas in team meetings.
- Work with other team members to implement new and/or adapt existing work methods to improve service delivery. Identify and respond to changing needs of clients and/or YFS.

Professional accountability

- Use YFS and partner information and resources accountably.
- Undertake work in accordance with team standards and YFS policies, protocols, and procedures, including workplace health and safety, risk management, and relevant legislative requirements.
- Work within the standards and principles of a Child Safe Organisation.

Problem solving and decision making

- Identify and resolve problems and contribute to improving working processes and procedures to improve service delivery to clients.

Administration

- Enter data, maintain records and complete documents in line with YFS document management and record keeping procedures.
- Maintain entry of mandatory Primary Mental Health Care Minimum Data Set information into RediCASE as per Department of Health and Primary Health Network requirements
- Ensure that all case notes, plans and associated correspondence is accurately documented and updated within a timely manner.
- Use the tools and processes developed for planned support and care-coordination.
- Ensure that data is collected and accurately recorded in accordance with the service agreement.
- Ensure all external evaluation surveys are undertaken.

Cultural respect

- Acknowledge the history and ongoing impacts that Aboriginal and Torres Strait Islander people experience
- Deliver services that are person and community centred for Aboriginal and Torres Strait Islanders and people from diverse cultural backgrounds.

Relevant skills, knowledge and experience

Experience and qualifications

- Tertiary qualification in Social Work or Human Services or related field and/or demonstrated experience in providing support and case coordination to people with complex needs.

Knowledge and Experience specific to the role

- Demonstrated engagement and interpersonal skills particularly with those in crisis situations and who are homeless or at risk of homelessness.
- Experience working with people experiencing mental illness and associated functional impairments
- Willingness to engage in a “whatever it takes approach” with individuals with significant needs (within service and ethical guidelines).
- Demonstrated knowledge of disadvantage, poverty, health inequities, mental illness, homelessness and complexity in our community.
- Demonstrated ability to use effective communication skills both verbal and written.
- Demonstrated ability to advocate with both community and government services, document information accurately and in a timely manner.

- Demonstrated ability and commitment to work collaboratively within a team.
 - Demonstrated IT capability - experience in computer-based data management systems and Microsoft Office.
 - Refer to the level 4 competencies in the Social, Community, Home Care and Disability Services Industry Award.
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Other role requirements

- Current Queensland C Class driver licence
- Current First Aid Certificate, or ability to obtain
- Current Positive Notice Blue Card
- Current National Police Check
- Work out of hours on occasion when required to respond to participant needs
- Work across Logan and Beaudesert to support participants as needed

Additional information

An employee may be directed to carry out such duties as are within the limits of the employee's skill, competence and training. All employees are required to observe YFS' policies and procedures. Employment in the position will be subject to an annual performance plan and review, with initial appointment subject to a probationary period of five months.