



## WESTERN REGION HEALTH CENTRE LTD

### POSITION DESCRIPTION

<b>Position:</b>	<b>Community Mental Health Worker - Prevention and Recovery Care (PARC)</b>
<b>Location:</b>	<b>Deer Park</b> <i>(The position may be required to work from any of the Centre's sites)</i>
<b>Job Status</b>	<b>Part-time (29-37 hours per week) – ongoing position</b>
<b>Conditions of employment:</b>	<b>SACS Award, Social Worker Class 2 – plus attractive salary packaging</b>
<b>Authority re Appointment:</b>	<b>General Manager, Community Services and Integration</b>
<b>Reports To:</b>	<b>Team Leader, PARC</b>

### PROGRAM INFORMATION

Western Region Health Centre (WRHC) has significant mental health services funded under the Victorian State Psychiatric Disability Rehabilitation Support Services (PDRSS) and Commonwealth Government Initiatives.

These services are provided by WRHC to the Cities of Maribyrnong, Hobson Bay, Wyndham, Brimbank, Melton and Hume. A holistic approach to service delivery underpins WRHC mental health services. This encompasses all aspects of health including physical health and well being, oral health, access to safe secure housing, education and employment. Mental health services work with people with psychiatric disability as a result of mental illness who often have complex needs and who are from diverse CALD backgrounds, particularly Vietnam and increasingly African communities. The people we support may be homeless or in insecure accommodation, socially isolated, and at various stages in their recovery.

The Prevention and Recovery Care Services (PARC) is a major new initiative that commenced in June 2009. PARC is a collaborative initiative between two clinical area mental health services – Mercy Mental Health and Midwest Area Mental Health Services, and two Psychiatric Disability Rehabilitation Support Services (PDRSS) - Norwood Association and Western Region Health Centre. It is located in the City of Brimbank and comprises 20 residential beds in a safe and supportive environment to people who, while no longer needing hospital care for mental illness, need temporary support to help them prepare to continue their lives within their homes and communities. This short-term residential based program is voluntary and highly individualized where staff will work closely with residents, family, carers and other service providers to ensure the resident receives the treatment and support necessary to maximize recovery and navigate a transition back to the community. The average stay is anticipated to be around 7 to 14 days up to a maximum stay of 28 days.

Prevention and Recovery Care Services (PARC) are sometimes referred to as 'Step-Up/Step-Down' programs because they allow mental health services to care for:

- People aged 16 to 64 with mental illness who do not need to be in an acute in-patient psychiatric unit but would benefit from a short-term, residential stay in a sub-acute

setting with intensive clinical treatment and intervention and recovery program. For people living in local communities this support helps prevent deterioration or relapse, without which the person may need readmission to hospital.

- People who would benefit from short-term, intensive treatment and support, in a residential setting after discharge from an acute hospital.

WRHC is responsible for PDRS services for 10 beds and will offer 24 hour a day supervised care, complemented by on site clinical supports and treatment. The residents will come from areas serviced by Mercy Mental Health (Hobsons Bay, Maribyrnong and Wyndham). Norwood Association will be responsible for the PDRS services for the other 10 beds, and these residents will come from areas serviced by the Midwest Area Mental Health Service (Brimbank, Melton and Sunbury).

## **POSITION OBJECTIVE**

This position is located at 54 Burnside Street, Deer Park in a fully purpose refurbished building. The PARC is a new initiative, funded by the Department of Human Services and provides a cluster-style residential program with two separate 10 bed facilities with shared communal facilities for the provision of support services and activities for eligible mental health clients. PARC is a 24 hour a day supportive service which operates across 7 days and is complemented by on site clinical supports and treatment.

Clients may enter the PARC service during an early critical period before there is a crisis and/or need for hospitalization. Clinical and psychosocial interventions will be used to maximize safety, manage medication regimes and promote symptom reduction.

The PARC will also cater for people with mental illness who often have complex needs and many who are from diverse CALD backgrounds, particularly Vietnam and increasingly African communities.

The PARC support staff will work closely as a team to provide flexible, intensive rehabilitative support to participants – utilising both individual and group opportunities. The PARC staff will also work collaboratively with the client's treatment team and support systems including families and significant others, to help manage and decrease psychosocial stressors. The Support Worker will negotiate with clients/residents to determine the appropriate level of support necessary over time, and this may at times require an assertive approach.

The Support Worker has a key role in working collaboratively with participants to ensure their support needs are met and that all appropriate links are made and maintained with clinical services. Clinical services will be provided by Mercy Mental Health Services.

The PARC sits under the Community Mental Health program area of WRHC. The staffing profile includes an off-site Program Manager, on-site Team Leader and Support Workers complemented by clinical staff from Mercy Mental Health.

This position reports to the Team Leader PARC who reports to the Manager – Residential Services Community Mental Health.

Extended daytime and evening coverage is provided and overnight stand up and sleep over support as per a rotating roster (*see Attachment One*). A copy of the proposed roster is available on the WRHC website.

The role of the overnight stand up position and the sleepover worker is to provide active and overnight supports and assistance as required to residents of the PARC.

## POSITION REQUIREMENTS

### Client services:

- Ensure appropriate intake and assessment to the PARC service and relevant data collection.
- Develop and deliver group programs as appropriate to needs of PARC clients
- Undertake key working duties with designated PARC clients. This includes completion of recovery plans and co-ordination of client support.
- Ensure that case files are kept in accordance with PARC and WRHC policy and procedures.
- Maintain client confidentiality.
- Ensure services are provided in a manner sensitive to the cultural and linguistically diverse background of residents and sensitive to each resident's gender, age, carers and family members.
- Provide services based on the principles of recovery, psychosocial rehabilitation (PDRSS) standards and Duty of Care.
- Ensure ISPs/Individual Recovery Plan is developed and reviewed for each resident.
- Ensure a collaborative Wellness Plan is developed - (plan of action to address early warning signs).
- Facilitate consultation and linkages with families, significant others, case managers, GPs, and other community treatment providers.
- Enable a process of resident skill development, self-management and referral to community services through both group and individual programs that will include:
  - The development of daily living skills – personal care, medication compliance, cleaning and tidying of individual bedrooms and communal areas, laundry and meal preparation.
  - The development of positive sleep patterns and hygiene.
  - The development of interpersonal relationships, emotional support and social support networks.
  - The development of self-management strategies such as problem-solving, goal-setting/planning and stress management, financial management.
- Respond to clients/residents evening and overnight needs as these arise and as per roster.
- Participate in the development and facilitation of a range of options and groups to meet the social support, recreation, education and health needs of the target group.

### Integrated Service Delivery:

- Provide regular updates to the Team Leader PARC.
- Maintain regular contact/communication with peers at PARC and WRHC.
- Participate in collaborative planning and development e.g. team meetings, mental health promotion activities such as - Mental Health Week.
- Participate in common/joint policies and procedures for service delivery for e.g. on-call/recall, locum, and emergency response systems.
- Participate in the development and facilitation of a range of options and groups in collaboration with clients/residents to meet the social support, recreation, education and health needs of the target group.

### Administrative Duties:

- Keep accurate and up to date case notes, service utilisation records and other relevant statistics as required.
- Work in accord with all relevant organisation administrative policies, procedure, guidelines and systems;
- Contribute to updating equipment inventories and ensure that equipment is maintained in proper and safe working order.

### Risk Management:

- Contribute to the development and maintenance of an effective and safe workplace.
- Participate in the identification of risks to PARC and the Centre.
- Access the CATT Triage Service for daily or after hours crisis support in the absence of clinical staff.

- Contact Triage after hours if requiring assistance with clients/residents mental health issues and in consultation with triage determine what course of action should be taken to deal with the situation.
- Contact emergency services and management back up as required and as per PARC procedures.
- Follow procedures for the reporting of all incidents.

**Community networking and liaison:**

- Contribute to the development and maintenance of excellent working relationships with Area Mental Health Services and community service providers.
- Participate in community development, community education and similar activities, as required. This includes identifying service gaps and access barriers for clients and potential ways to address these problems.
- Active engagement of effective networks that work alongside people with a mental illness.
- Represent WRHC in forums, networks and working groups, in consultation with the Team Leader.

**General Organisational Requirements:**

- Participate in strategic planning and development activities as required.
- Participate in WRHC Research & Evaluation projects as required
- Report on all areas of responsibility against performance targets as required.
- Undertake specific projects or tasks as directed by the Team Leader, PARC
- Participate in Health Promotion initiatives and activities as required
- Maintain information systems on relevant resources and implement relevant administrative procedures and systems.
- Participate in regular supervision meetings and an annual Individual Development Review process with the Team Leader, PARC
- Maintain and develop standards of practice and skills by pursuing internal and external professional development opportunities.
- Promote and represent the Centre as a caring, professional, and client-focused organisation, and its range of primary health and social support services.
- Adhere to Workplace Health Safety and Well Being standards within the organisation.
- Participate in the identification of risks to the program and organisation.
- Adhere to all Centre policies and procedures

**Commitment to the philosophy of Western Region Health Centre:**

- Adhere to the philosophy expressed in the Centre's Vision, Goals and Values statements.
- Commit to working within a community focused whole of population health approach, recognising the importance of providing a medical model within a holistic health response.
- Commit to working within a service which includes targeting of marginalised communities.
- Commit to providing services in a manner that is sensitive to the cultural background, gender and ages of clients.

**Other duties:**

- Other duties consistent with this position description, as directed.

<b>KEY SELECTION REQUIREMENTS</b> <b>(Applications not addressing the KSC will not be considered)</b>
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Applications are invited from suitably qualified and experienced people addressing the following areas:

**Mandatory:**

- Relevant qualifications in social work, occupational therapy, welfare work, psychology, community development or other equivalent/relevant.
- Demonstrated experience in community based support of people with mental illness and/or psychiatric disability or other equivalent/relevant.
- Demonstrated ability to work with difficult-to-engage clients with a range of complex needs.
- Understanding of the principles of recovery, psychosocial rehabilitation and duty of care.
- Demonstrated ability to work collaboratively with the client's treatment team and support systems including families and significant others.
- Culturally and linguistically diverse focus - this is sensitivity to, and understanding of, the needs of clients from culturally and linguistically diverse backgrounds as well as people of different gender and ages.
- Well developed written and verbal communication, interpersonal skills and the ability to work effectively both in a team and autonomously.
- Capacity to work alone and respond to emergency situations as they arise.
- Current *Victorian Driver's Licence* and a current *Working with Children Check*.
- Computer and word processing skills.

**Highly Desirable:**

- Experience in and/or understanding of residential service provision in health or community services, particularly mental health.
- Experience in working in the mental health sector, dealing with a range of complex needs particularly as they relate to adults with mental illness and who are from diverse CALD backgrounds, particularly Vietnam and African communities.
- Experience in the group design and facilitation.
- Ability to speak a relevant community language.

<b>OTHER RELEVANT INFORMATION</b>
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- **Employer:** WRHC is an equal opportunity employer.
- **Wages and conditions:** SACS Award, Social Worker Class 2 - Community Health Centre (Stand Alone) Multi Employment Certified Agreement 2005. The base rate salary is: \$47,975 - \$52,915 pro rata hours of work.
- **Salary Packaging:** Attractive salary packaging is available in accordance with organisation policy.
- **Hours of Work:** To be discussed with your line manager
- **Training – PARC specific:** All new staff will commence with a comprehensive orientation and induction. As part of this process the following training is required:
  - In addition all staff will be requested to attend a quarterly team/site meeting.
  - Attendance at all training and quarterly team/site meetings will be paid pro rata.
  - First Aid Level 1 (minimum).
- **Pre-Existing Condition Declaration:** Prior to any person being appointed to this position it will be required that they disclose full details of any pre-existing injuries or disease that might be affected by employment in this position.
- **Proof of Right to Work in Australia:** Documentation that proves the right to work in Australia will be required prior to appointment.
- **Police Check:** A pre-employment police check is mandatory for all new employees.
- **Working with Children Check:** Appointment to the position will be subject to a satisfactory Working with Children Check.
- **Probation:** Probation period of three (3) months.
- **Voluntary Departure Package (VDP):** Recipients of Voluntary Departure Package (VDP) are ineligible to apply.
- **Immunisation:** Employees are requested to comply with the Centre's policy on staff immunisation.
- **Further information:** Contact Muriel Cummins, Program Manager - Community Mental Health Southwest on 0423 884 632 or email at [murielc@wrhc.com.au](mailto:murielc@wrhc.com.au)

Employee signature: \_\_\_\_\_

Employee name: \_\_\_\_\_ Date: \_\_\_\_\_

Manager signature: \_\_\_\_\_

Manager name: \_\_\_\_\_ Date: \_\_\_\_\_

**Attachment One: Available Positions and Hours of Work:  
Community Mental Health Worker - Prevention and Recovery  
Care (PARC)**

**Weekdays – Monday – Sunday**

- **3 – 4 positions** with average of 56 – 74 hours per fortnight across a rotating 8 week roster cycle.
- Shifts vary between 8am – 10pm and include base rate salary pro rata for hours of work with additional allowances for shifts and weekend work.
- Typical range of shifts would be 8:00am - 4:00pm; 8:30am – 3pm; 3:30pm – 10pm; 3pm – 8:30pm.
- 2 weekend shifts every 8 weeks (Saturday or Sunday on separate weekends).

**Weekends – Friday – Sunday**

- **2 positions** with average of 19.5 hours per fortnight Friday – Sunday across a rotating 8 week roster cycle.
- Shifts vary between 8am – 10pm and include base rate salary pro rata for hours of work with additional allowances for shifts and weekend work.
- Typical range of shifts would be 8:00am - 4:00pm; 8:30am – 3pm; 3:30pm – 10pm; 3pm – 8:30pm.
- Alternate weekends – Friday, Saturday and Sunday shifts (that is every 2<sup>nd</sup> weekend).

**Weekends – Saturday – Sunday**

- **4 positions** with average of 12 – 13.5 hours per fortnight Saturday – Sunday across a rotating 8 week roster cycle.
- Shifts vary between 8am – 10pm and include base rate salary pro rata for hours of work with additional allowances for shifts and weekend work.
- Typical range of shifts would be 8:00am - 4:00pm; 8:30am – 3pm; 3:30pm – 10pm; 3pm – 8:30pm.
- Alternate weekends - Saturday and Sunday (that is every 2<sup>nd</sup> weekend).

**Weekends – Saturday – Sunday**

- **1 position** with average of 11 hours per fortnight alternate Saturday or Sunday across a rotating 8 week roster cycle.
- Shifts vary between 3pm – 10pm and include base rate salary pro rata for hours of work with additional allowances for shifts and weekend work.
- Typical range of shifts would be 3pm – 8:30pm; or 3:00pm – 10pm.
- Alternate weekends - 1 weekend shift per week (Saturday or Sunday on separate weekends).

**Overnight Sleepover (4 hours stand up and 8 hours sleepover) – Monday – Sunday**

- **3 positions** with average of 20 hours per fortnight stand up and 40 hours per fortnight of sleepover.
- Rotating roster across 7 days over 3 week cycle.
- Shifts 8:30pm – 8:30am and include base rate salary pro rata for hours of work with additional allowances for shifts and weekend work. In addition there is a set allowance for 8 hours sleepover.
- One regular weekday shift plus rotating roster across Thursday – Sunday.

**Additional Information:**

Shifts are generally divided into day, afternoon and sleepover/stand up shifts. The role of the overnight stand up position and the sleepover worker is to provide active and overnight supports and assistance as required to residents of the PARC. Duties may vary slightly depending on the type of shift worked. Where possible duties will involve working with residents to impart skills and/or facilitate learning. Duties include, but are not limited to, the following:

<b>Day Shifts:</b>	<b>Afternoon Shifts:</b>	<b>Sleepover/Stand Up Shifts:</b>
<ul style="list-style-type: none"><li>- Facilitate/attend client meeting</li><li>- Run morning group/ activities</li><li>- Organise and attend outings</li><li>- Admissions &amp; orientation to unit</li><li>- Fix up bedrooms for clients who have left</li><li>- Complete file forms, IRP's, Wellness Plans, file notes and stats</li><li>- Shopping (eg: groceries, fruit, etc.)</li><li>- Menu Planning / prepare lunch</li><li>- Handover from Sleepover/Stand Up shift and to Afternoon shift</li></ul>	<ul style="list-style-type: none"><li>- Facilitate/attend client meeting</li><li>- Run Afternoon group/ activities</li><li>- Menu planning/ preparing dinner</li><li>- Laundry</li><li>- Organise and attend outings</li><li>- Complete file forms, IRP's, Wellness Plans, file notes and stats</li><li>- Admissions &amp; orientation to unit</li><li>- Fix up bedrooms for clients who have left</li><li>- Handover from Day shift and to Night shift</li></ul>	<ul style="list-style-type: none"><li>- Respond to clients' overnight needs as these arise and as per roster.</li><li>- Complete file forms, IRP's, Wellness Plans, file notes and stats</li><li>- Filing</li><li>- Organise shopping list</li><li>- Complete required audits</li><li>- Laundry</li><li>- Clean shared living areas (kitchen, lounge, dining)</li><li>- Prepare/facilitate breakfast</li><li>- Handover from Afternoon shift and to Day shift</li></ul>