

## Position Description

### Child & Family Support Community Mental Health Worker (CUMI)

*Stepping Stone Trust has been operating since 1990, having grown out of Spreydon Baptist's Community Services and is now the largest NGO provider of Community Mental Health services in Canterbury. The Trust operates a range of Residential, Respite and Community Support services for Youth through to Older Persons for up to 400 service users each week.*

#### Our Vision

To provide an effective Christ-centred mental health service that encourages life, purpose, hope and future

#### Our Mission

Offering hope and a Stepping Stone in life

#### Core Values

- Faith - belief that God makes a difference
- Growth – a journey toward wholeness
- Respect – belief in the value of all people
- Relationship – belief that we grow and work together with others
- Service Effectiveness – giving hope

## Role, Purpose and Scope of Role

The Child & Family Support Community Mental Health Worker position was established to provide time limited psycho education/recreation and social work support for whanau/families where parental mental illness is present and their children are adversely affected. Interventions are provided within both group and individual frameworks for children and parents. Group work is conducted within a co-facilitation model alongside the Child Support Worker positions.

The role contributes to the work of the service in providing intake and assessment functions, delivery of Parenting and Children Understanding Mental Illness programmes, face to face community support and referral. Focus is upon supporting the whanau/family recovery journey within a parenting context.

The ability to work flexible hours is essential to accommodate the family context.

## Key Relationships

Accountable to	<ul style="list-style-type: none"> <li>Service Manager</li> </ul>
Reports to	<ul style="list-style-type: none"> <li>Clinical Senior– Community Youth</li> </ul>

## Delegated authorities

NIL

## Internal Relationships

Interactions <b>within</b> SST	The purpose and frequency of these interactions
Service Manager / Clinical Senior	<ul style="list-style-type: none"> <li>Weekly to plan, co-ordinate, receive key messages and overall direction.</li> <li>Monthly supervision to supervise caseload.</li> </ul>
Other Stepping Stone Services	<ul style="list-style-type: none"> <li>As needed to communicate changes and results regarding care planning.</li> <li>Weekly team meeting to collaborate as a team to provide excellence in service delivery.</li> <li>Peer Supervision to present a case review.</li> </ul>
Stepping Stone Administration	<ul style="list-style-type: none"> <li>As required for day-to-day needs and employment matters</li> </ul>

## External Relationships

Interactions <b>outside</b> of SST	The purpose and frequency of these interactions
Other health professionals	<ul style="list-style-type: none"> <li>Networking and promotion of Role and Service.</li> <li>At least monthly contact required with case managers to clarify any support issues.</li> <li>Other contact to maintain service users' health / wellbeing.</li> </ul>
Client's Whanau and other supports	<ul style="list-style-type: none"> <li>As required and allowed by client, for the purpose of monitoring the client's mental health and responding to matters arising</li> </ul>
Health Care Agencies / Community groups  EG – Youth Groups, Schools, Sports Clubs	<ul style="list-style-type: none"> <li>Networking and promotion of Role and Service.</li> <li>Attendance at Sector forums / trainings to maintain working knowledge of sector developments.</li> <li>As required to advocate for service users' needs.</li> <li>As required and allowed by client, for the purpose of monitoring the client's mental health and responding to matters arising</li> </ul>

Hope deferred makes the heart grow sick, but when dreams come true at last, there is life and joy. Proverbs 13:12

## Key Result Areas

### Service User Support

#### Outcome

Service users' recovery is progressed

#### Key Responsibilities include:

- Ensures intervention is best suited to service users needs, e.g. in collaboration with SMHS and other engaged NGO's
- Identifies and helps develop skills required by service user.
- Assists service users make relevant community contacts to maintain their health and enhance their living e.g. health professionals, support groups / organisations; educational, vocational, recreational and spiritual involvements.
- Supports service users in finding, setting up, and maintaining appropriate accommodation.
- Assists service users to identify and achieve goals.
- Identifies strengths, difficulties and cultural needs the whanau/family have, and builds these into developing a family/whanau care plan using the strengths model.
- Encourages and supports personal care and household management e.g. personal grooming / hygiene and healthy living as required according to service users' needs.
- Fully participates in weekly peer/group supervision taking turns to present a case review.
- Assists service user and their families to develop skills and coping strategies in dealing with their illness and to experience recovery.
- Deliver Parenting and CUMI Programmes as part of the Short term service stream

### Liaison

#### Outcome

Liaison with health professionals maintained to ensure service users' health and wellbeing

#### Key Responsibilities include

- Liaison and advocacy on behalf of service users with other agencies.
- Liaises with the service users' clinical case manager, GP and other health professionals to support and maintain their health and wellbeing.

## Personal Development

Outcome	Individual Development Pursued
<b>Key Responsibilities include</b>	<ul style="list-style-type: none"><li>• Maintains requirements for membership with a relevant professional body as appropriate to background.</li><li>• Maintains skill and knowledge base for area of specialty: COPMIA / Supporting Families, Healthy Children.</li><li>• Keeps up to date with community resources.</li><li>• Attends any networking meetings / events so as to keep up to date with community opportunities for service users.</li><li>• Attends relevant study / training opportunities e.g. team days CMHW meetings, Treaty of Waitangi, First Aid etc.</li><li>• Contributes to own Development Plan for the year.</li><li>• Attends Professional Development Days.</li></ul>

## Administration and Reporting

Outcome	Administrative tasks carried out.
<b>Key Responsibilities include</b>	<ul style="list-style-type: none"><li>• Takes responsibility to hand over service user care to another team member/reliever, or prepare an updated plan for your service users prior to going on leave.</li><li>• Writes collaborative notes with service users documenting all communication daily.</li><li>• Keeps all service user files up to date.</li><li>• Performance Monitoring, Reviews and other reports completed within required time frames.</li></ul>

## Team Culture

Outcome	Team culture that supports excellence supported.
<b>Key Responsibilities include</b>	<ul style="list-style-type: none"><li>• Keeps allocated CMHW cars tidy and vacuumed as per the CMHW car roster on a monthly basis.</li><li>• Takes responsibility for keeping own office area tidy and vacuumed.</li><li>• Works with others constructively in the wider team.</li><li>• Promotes excellence and professionalism in all areas.</li></ul>

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## Health and Safety / Risk Management

Outcome	Health and Safety Managed.
<b>Key Responsibilities include</b>	<ul style="list-style-type: none"><li>• Ensures all OSH requirements are met in relation to the duties and responsibilities of this role.</li><li>• Liaises with key people and monitor implementation of quality and risk management activity for the service.</li><li>• Maintain quality/risk systems (e.g. emergency response, incident/accident management, complaints, and surveys/feedback).</li><li>• Provides recommendations relating to service standards and improvements to the Chief Executive Officer, Clinical Manager or other appropriate Senior Management staff.</li><li>• Maintains a valid and current driver's license, ensure cars are kept clean and tidy at all times, be part of the CMHW Car Cleaning roster and adhere to all Road Safety rules and regulations.</li><li>• Participates in at least monthly internal and external supervision.</li></ul>

## Working Environment and Physical Demands

Stepping Stone Trust aims to provide a safe workplace, where nobody is placed in an environment or asked to do anything which will result in physical or mental harm. **This role will deliver no more than 12 client related contacts per week.** This includes Face-to face client and professional meetings. Here are some of environments and potential hazards that might be encountered in this role.

*Those in **bold** represent the likely environments of this position*

<b>Office</b>	Residential facilities	<b>Outdoors</b>
<b>Vehicle</b>	<b>Client's homes</b>	<b>Community</b>
Hospital	Offices of Specialist Services	

*Those in **bold** represent the likely hazards of this position*

PHYSICAL	BIOLOGICAL	TEMPERATURE
Hand and portable tools	Insects	Extremes of heat or cold
Mechanical handling	<b>Bacteria / Virus</b>	Hot substances / products
Stacking and storage	Animals (e.g. Dogs, Rats)	Fire hazard
<b>Transportation (car etc)</b>		PHYSIOLOGICAL (Factors that may contribute to stress and / or fatigue)
Confined space / working at heights	CHEMICAL	<b>Periods of significantly increased intensity or duration of workload</b>
Ventilation	Chemicals and other substances	<b>Organisational demands of work (e.g. 24 hour availability)</b>
Working at heights in walkways and aisles	Mist	<b>Tight deadlines</b>
Equipment guards	Dust	<b>Other (Specify) Provision of support to others during peak periods.</b>
Energy isolation	Dangerous Goods	Shift work
Noise		
LIGHTING	VIBRATIONS	EMERGENCY RESPONSE
<b>Lighting levels</b>	Vibrating platforms	Responsible for items to be secured e.g. earthquake
		<b>Evacuation routes</b>
ERGONOMIC	POWER SYSTEMS	RADIATION
Manual handling	Electrical	Microwave
Work station set-up	Hydraulic	Infra –red, ultraviolet

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Those in **bold** represent the essential physical requirements of this position

TYPE	FREQ.	TYPE	FREQ.	TYPE	FREQ.
<b>Sedentary – sitting</b>	F	Stooping	O	Lifting / manual handling	O
Pulling	R	Kneeling	O	Grasping	O
Crouching	O	<b>Typing</b>	F	Crawling	R
<b>Talking</b>	F	Reaching	O	<b>Hearing</b>	F
Standing	O	Repetitive hand motions	R	Fine finger motions	O
<b>Walking</b>	F	Pushing	O	<b>Driving</b>	F
Climbing	R	Other – please record:			

Note: **C** = Constantly: 67-100%; **F** = Frequently: 34 – 66%; **O** = Occasionally: 1 – 33%; **R** = Rarely: 0 – 1%

Those in **bold** represent the visual requirements of this position

<b>Close vision</b>	Distance vision	Colour vision
<b>Ability to focus</b>	<b>VDU</b>	No special vision requirements

## Verification

We agreed that this Position Description accurately reflects the key responsibilities of the position of Family Support Community Mental Health Worker at today's date.

Manager's Name:

Manager's Signature:

Date:

Employee's Name: (Insert Employee's full name)

Employee's Signature:

Date:

This Position Description will be reviewed at least once a year during the course of the Performance Review Meetings. Any changes which need to be made will be signed off by the responsible Senior Management Team member, and Human Resources.

## Person Specification

### Child & Family Support Community Mental Health Worker (CUMI)

#### Education and Qualifications

For this position you should have a relevant qualification (Level 6 or higher) and/or be training in a human services discipline e.g. mental health, nursing, occupational therapy, social work, counselling.

#### Technical or Professional Knowledge, Skills and Experience

##### Required

- Experience in working with people with mental illness.
- Working knowledge of relevant legislation (e.g. Children's Young Persons and their Families Act 1989, Health and Disability Services (Safety) Act 2001.
- Strong organisational and administration ability (accuracy, flexibility and efficiency are important).
- Able to quickly form positive relationships with families.
- Commitment to providing a safe, relaxing and supportive service for families.
- Facilitation / group work skills.

##### Desirable

- Mental Health experience in an NGO setting.
- Ability to work hours to cover unusual load and emergency requirements.
- Experience in facilitation, co-ordination and development of programmes for youth and parents.



## General Competencies (behaviours) and attributes

<b>Alignment to Core Values</b>	<ul style="list-style-type: none"><li>• Personal alignment to the vision, mission and core values of SST reflected through a personal faith journey</li><li>• Ability to promote a work culture based on Christian values and encourage where appropriate the Christian faith journey of all staff and service users</li></ul>
<b>Teamwork</b>	<ul style="list-style-type: none"><li>• Maintains healthy relationships in teams that positively influence client and organisational culture; especially with respect to handling conflict; aware of differences in personalities and the importance of positive relationships to achieve outcomes</li><li>• Aligns with team's values and composition; aware of own strengths and how they affect other people in the team</li><li>• Works collaboratively</li><li>• Ability to delegate tasks whilst maintaining responsibility for the final result</li></ul>
<b>Teachable</b>	<ul style="list-style-type: none"><li>• Desires to learn best practice; follows instruction</li><li>• Can implement others ideas</li></ul>
<b>Communication</b>	<ul style="list-style-type: none"><li>• Develops rapport easily; addresses issues positively; competent in verbal and written communication</li><li>• Able to discuss strategic and sensitive issues</li><li>• Shares Knowledge</li><li>• Communication - strategically uses communication to produce enthusiasm and foster an atmosphere of open exchange and support</li></ul>
<b>Adaptability</b>	<ul style="list-style-type: none"><li>• Is aware of changes in service delivery needs from funder and adjusts strategies to reach a result</li><li>• Has a professionally developed intuition around clients, their needs and life context</li><li>• Problem solver – assesses situations, decides on a course of action and implements this</li></ul>