

Position Description

Community Mental Health Worker (Adult)

Since 1990 Stepping Stone Trust historically operated as part of Spreydon Baptist's Community Service - now as a independent trust it is 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 500 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

Community Mental Health Worker

The Adult Community Mental Health Worker position was established to offer community support for users living in, or transitioning into the community. The role requires meeting with each service user weekly and being available during the week as appropriate for follow up.

Role, Purpose and Scope of Role

The Adult Community Mental Health Worker position is responsible for providing short-medium term (up to one year) intensive intervention support to adults. The team provides community support to 14-18 service users who live in Christchurch or surrounding communities. The ability to work flexible hours is essential as there will be times when there is a requirement to work into the evening or weekends.

Key Relationships

Accountable / Reports to	Team Leader for the appropriate care for service users
Responsible for	The wellbeing of service users and the delivery of service
Authority over	Not one person

Delegated authorities

Staff over site	NIL
Financial – Budget & Expenditure limits	NIL

Internal Relationships

Who does the job holder work or interact with inside SST	The purpose and frequency of these interactions
Clinical Team Leader or nominated person	Weekly to plan, co-ordinate, receive key messages and overall direction Monthly supervision to supervise caseload
Other Staff	As needed, communicate any changes or results concerning planning and workloads Team meetings to collaborate as a team to provide excellence in service delivery Regular supervision with staff to review workload and to ensure professional and clinical development
Other Stepping Stone Services	Interaction as required to provide for needs of service users

External Relationships

Who does the job holder work or interact with outside SST	The purpose and frequency of these interactions
Health Care agencies	As required to advocate for service users' needs
Other health professionals	At least monthly contact required with case managers to clarify any support issues Participation in networking and collaborative inter-agency activities (e.g CDHB, NGOs, Primary care providers, CYFS, WINZ) Manage referrals and discuss clinical needs issues about service consumers Family/ Whanau of service users

Key Result Areas

Service User Support for Recovery Journey

Outcome

Service users' recovery is progressed

Key Responsibilities include

- Maintains caseload of 14-18 service users
- Assists service users to identify and achieve goals. Progress to be collaboratively reviewed three monthly.
- Ensures intervention is best suited to service users needs, e.g. respite etc.
- Identifies and helps develop skills that are required by service user.
- Identifies strengths and difficulties and cultural needs the service user has, and builds these into developing a lifestyle plan using the strengths model.
- Assists service users in making relevant contacts in the community to maintain the service users' health and enhance their living e.g. health professionals, support groups and organizational (educational, vocational, recreational and spiritual) involvement.
- Actively seeks service development opportunities that will give options for new service users to start recovery journeys at SST.
- Supports service users in finding, setting up, and maintaining appropriate accommodation.
- Encourages and supports personal care and household management e.g. personal grooming / hygiene and healthy living as required according to service users' needs.
- Assists service user and their families to develop skills and coping strategies in dealing with their illness and to move towards a healthier lifestyle.
- Where possible, actively involve family and friends in the recovery process of the service user
- Look for opportunities for service users to explain their experiences (e.g. holidays, activities)
- Actively seeks next step opportunity for residents to move within or out of service
- Promote growth and encourage personal responsibility and initiative to service users
- Practices actively listening to both staff and service users
- Fully participates in weekly peer/group supervision taking turns to present a case review.

Liaison

Outcome

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

Key Responsibilities include

- Liaises with other agencies and advocate for service users' needs.
- Liaises with the service users' clinical case managers, G.Ps and other health professionals in supporting and maintaining the service users' health and wellbeing.
- Keeps regular contact with service users and / or their health care professionals if they are admitted into hospital or are in a respite service.

Health and Safety / Risk Management

Outcome

Health and Safety Managed

Key Responsibilities include

- Recognises individual responsibility for workplace Health and Safety
- Ensure that all hazards recognised or accidents / incidents in the workplace are reported to support safe working practices and a safe working environment, harm where possible
- Ensures all OSH requirements are met in relation to the duties and responsibilities of this role
- Liaises with key people and monitor implementation of quality and risk management activity for the service
- Maintain quality/risk systems (e.g. emergency response, incident/accident management, complaints, surveys/feedback)
- Provides recommendations relating to service standards and improvements to Senior Management staff
- Maintains a valid and current driver's license, ensure cars are kept clean & tidy at all times and road safety rules and regulations are complied with
- Maintain desk, kitchen and communal areas in a tidy state; is part of 125 Colombo cleaning rosters
- Participates in at least monthly supervision

Administration and Reporting

Outcome

Administrative tasks carried out

Key Responsibilities include:

- 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
- Writes collaborative notes with service users and documents all communication daily
- Keeps all service user files up to date
- Monthly, 3 monthly and other reports completed
- Records information accurately to enable the production of timely statistical reports

Personal Development

Outcome

Individual Development Pursued

Key Responsibilities include

- Participate in any networking events so as to keep up to date with community opportunities for service users.
- Contribute to own Development Plan for the year. E.g. team days, staff meetings, Treaty of Waitangi, 1st Aid
- Attend Professional Development days.
- Take responsibility for maintaining own office area to a tidy and clean standard
- Maintains ability to access/ utilise I; staying up to date with IT applications such as Excess, Word etc.
- Evaluate personal self-awareness and judgement
- Manage and Evaluate work priorities and plan accordingly
- Maintains a professional image and dresses professionally
- Adheres to corporate responsibility and ethics
- Has strategies to cope with stress and is able work under pressure to meet deadlines
- Ensure that the quality of work delivered is professional standard and is presented well.
- Keep up to date with Mental Health research and changes within Canterbury and New Zealand
- Keeps up to date with community resources.

Team Culture

Outcome

Team culture that supports excellence supported

Key Responsibilities include:

- Keeps allocated CSW cars tidy and vacuumed as per the CSW car roster on a monthly basis
- Takes responsibility for keeping own office area tidy and vacuumed.
- Works with others constructively in the wider team and resolves conflict well
- Attends team meetings and group commitments and participates as arranged

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. 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*

Office	Residential facilities	Outdoors
Vehicle	Private home	Community

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

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

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

TYPE	FREQ.	TYPE	FREQ.	TYPE	FREQ.
Stooping	O	Sedentary – sitting	F	Lifting / manual handling	O
Pulling	O	Kneeling	O	Grasping	O
Crouching	O	Typing	F	Crawling	R
Talking	C	Reaching	O	Hearing	C
Standing	O	Repetitive hand motions	O	Fine finger motions	O
Walking	F	Pushing	O	Driving	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*

Close vision	Distance vision	Colour vision
Ability to focus	No special vision requirements	

Qualifications and Education

Education & Qualification

Minimum

A Level 4 qualification in a relevant health service e.g Mental Health Support Services

Preferred

A Level 6 Diploma in Helping services / Mental Health support

A people centered degree e.g. Human Services, Psychology, Sociology, Anthropology, Teaching

An HPCA Act registerable degree qualification e.g. Social Work, Nursing, OT, Counseling

Technical or Professional Knowledge, Skills and Experience

Minimum

Experienced in working with people with mental illness (1 yr)

Strong organisational and administration ability (accuracy, flexibility and efficiency are important)

Able to direct own work load and work to contract goals

Able to positively engage with people

To be able to apply the social work process towards a recovery outcome

Commitment to providing a safe, relaxing and supportive service for people

Preferred

Mental Health experience in an NGO setting

Skill and care in driving vehicle

Strong professional boundaries

Ability to work hours to cover unusual load and emergency requirements

Experience in facilitation, co-ordination and development of programmes

General Competencies (behaviours) and attributes

Alignment to Core Values	Alignment to the vision, mission and core values of SST
Teamwork	Maintains healthy team relationships especially with respect to handling conflict; aware of differences in personalities and the importance of positive relationships to achieve outcomes
Teachable	Desires to learn best practice; follows instruction
Communication	Develops rapport easily; addresses issues positively; competent in verbal and written communication
Team Fit	Aligns with team's values and composition; aware of own strengths and how they affect other people in the team

Verification

We agreed that this Position Description accurately reflects the key responsibilities of the position at today's date.

Manager's Signature:

Manager's Name:

Date:

Employee's Signature:

Employee's Full Name:

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.