

## **APPLICANT INFORMATION**

### **Support Worker**

### **Personal Helpers and Mentors service (PHaMs)**

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Thank you for your interest in the position of Support Worker – Personal Helpers and Mentors service (PHaMs) with Centacare Catholic Family Services.

Should you choose to apply, your application will be assessed on your related qualifications, experience, skills and knowledge.

The Position Description following outlines the 5 Key Performance Indicators (KPIs) and the essential and desired qualifications required for the position.

**In support of your application it is anticipated that you will:**

1. Submit a covering letter
2. Address each of the 5 KPIs by providing a short statement that demonstrates your experience relevant to the competencies and core responsibilities outlined in the position description
3. Attach or include your up-to-date Resume/Curriculum Vitae and provide contact details of three professional referees with one being for your most recent employer

Please submit your application by the advertised closing date with your Curriculum Vitae (CV) and details of three current referees, either by email or post to:

Please send application to:

**Susan Everett**  
Manager  
PHaMs  
Centacare Catholic Family Services  
PO Box 545  
Murray Bridge SA 5453

[severett@centacare.org.au](mailto:severett@centacare.org.au)

### Our Vision

To be a human services organisation which values and respects clients through the delivery of responsive, flexible and effective services

### Centacare is a Child Safe Organisation

POSITION INFORMATION	
<b>POSITION TITLE</b>	Support Worker - Personal Helpers and Mentors Service (PHaMs)
<b>RESPONSIBLE TO</b>	Executive Manager, Support Training and Intervention Services through Manager, Personal Helpers and Mentors Service
<b>UNIT</b>	Support Training and Intervention Services
<b>AWARD</b>	Social, Community, Home Care and Disability Services Industry Award 2010
<b>CLASSIFICATION</b>	Social and Community Services Employee - Level 4

POSITION DESCRIPTION
<p>Centacare's Personal Helpers and Mentors service provides Psycho Social Rehabilitation services within a Recovery framework to people living with a mental illness. Support Workers provide one on one or team support to individuals.</p> <p>Critical to the success of this program will be the knowledge of Mental Health Services, case management and assessment knowledge, and strong partnership building skills. Central to recovery paradigm is the inclusion and empowerment of consumers for whom recovery is significantly more than the absence of symptoms. (Ellis 2003). Centacare Personal Helpers and Mentor services are consumer centred.</p> <p>Support workers will engage individuals on multiple levels, in the first instance engaging participants referred into the program by way of strong collaborative relationships with other community and service organisations. Following successful engagement of an individual, individual recovery and wellness plans will be developed, and will include the following essential elements:</p> <ul style="list-style-type: none"> <li>• Choice – providing individuals with the ability to have some degree of control over their lives;</li> <li>• enhancement of dignity, privacy and human worth</li> <li>• flexibility to respond to the individual's ever changing needs</li> <li>• assisting the individual to develop supports outside their living environments</li> <li>• supporting independence, personal control and development (new skills to lead to a sense of fulfilment, self-worth and a chance to achieve personal potential</li> <li>• building on social inclusion, enhancing community participation and citizenship</li> <li>• developing plans to ensure that crises are managed and resolved in the least restrictive manner</li> <li>• encouragement and assistance in developing future wellness plans</li> </ul> <p>The Support Worker will facilitate opportunities for clients as they engage in community living and will have an understanding of the needs of people living with a mental illness.</p> <p>This service is outreach with the office based in Salisbury.</p>

## QUALIFICATIONS & CONDITIONS

<b>Essential:</b>	<ul style="list-style-type: none"> <li>• Holds or working towards a Community Services Certificate or other relevant qualification</li> </ul>
<b>Desirable:</b>	<ul style="list-style-type: none"> <li>• Degree in relevant Human Services discipline</li> </ul>
<b>Special Conditions:</b>	<ul style="list-style-type: none"> <li>• A Current Drivers Licence is essential for this position</li> <li>• Required to participate in Centacare's Police Clearance procedure</li> <li>• You may be required to use your own motor vehicle and comply with the Grey Fleet Vehicle Contract.</li> </ul>

### KEY PERFORMANCE INDICATORS (KPI)

To competently perform in this position, the person should possess the following knowledge, skills and experience based upon Key Performance Indicators

#### KPI 1: CUSTOMER SERVICE

Key Competencies	Key Measures
<ul style="list-style-type: none"> <li>• Act in a professional manner at all times when dealing with internal and external clients and stakeholders</li> <li>• Demonstrate a strong understanding of Centacare and positively promote the organisation both internally and externally</li> <li>• Maintain confidentiality on all issues relating to the organisation, clients and colleagues</li> <li>• Provide prompt and courteous service to all clients; including colleagues, other services and the community</li> <li>• Treat all clients with respect and equality, whilst being responsive to their needs</li> <li>• Demonstrate an awareness of diverse cultural needs.</li> <li>• Maintain a professional manner and be responsive to enquiries</li> </ul>	<p><b>Excellent communication and interpersonal skills including demonstrated experience in liaising with a wide range of internal and external clients</b></p>

<b>KPI 2: PROFESSIONAL AND TECHNICAL SKILLS</b>	
<b>Key Competencies</b>	<b>Key Measures</b>
<p><b>Work Management</b></p> <ul style="list-style-type: none"> <li>• Time management and task prioritisation</li> <li>• Maintenance of accurate client and/ program files</li> <li>• Thorough knowledge of relevant legislation</li> </ul> <p><b>Clinical Knowledge</b></p> <ul style="list-style-type: none"> <li>• Proven experience in working with people with complex needs and/or people living with a mental illness</li> <li>• Understanding of and commitment to Recovery Framework as it is applied in the mental health sector</li> <li>• Understanding of and capacity to implement a range assessment tools</li> <li>• Knowledge of client engagement, exit and service pathways</li> <li>• Knowledge of Community Mental Health Services</li> <li>• Understanding of and commitment to the practices of continuity of care</li> <li>• Knowledge of the issues facing people living with a mental illness, and the skills necessary to facilitate opportunities to support a recovery process.</li> </ul> <p><b>Working in Partnership</b></p> <ul style="list-style-type: none"> <li>• Ability to develop strong relationships with key stakeholders</li> <li>• Ability to work closely with management</li> <li>• Work collaboratively with local and relevant services</li> <li>• Develop strong relationships with key stakeholders</li> <li>• Contribute to community and professional capacity building by developing networks and knowledge of resources within Centacare and participation in external networks of services and agencies within the relevant sector</li> </ul>	<p><b>Demonstrated knowledge and application of the specific skills required for this position</b></p> <p><b>Demonstrated collaborative work practices</b></p>

<b>KPI 3: COMMITMENT TO ONGOING DEVELOPMENT AND MANAGING CHANGE</b>	
<b>Key Competencies</b>	<b>Key Measures</b>
<ul style="list-style-type: none"> <li>• Effectively balance work, family and personal commitments</li> <li>• Commitment to continual professional and personal development</li> <li>• Demonstrate flexibility and initiative during periods of change</li> <li>• Attend all compulsory training sessions identified by the organisation and undertake other training and development as required</li> </ul>	<p><b>Demonstrated experience and understanding of the need for continuation of both personal and professional development</b></p>

#### KPI 4: TEAMWORK AND COMMUNICATION

##### Key Competencies

- Demonstrate the ability to work consistently and positively within a team to achieve positive outcomes
- Demonstrate a commitment to teamwork and the maintenance of a supportive work environment
- Work harmoniously with other team members to achieve service delivery excellence
- Resolve any workplace conflict in a professional manner and through the correct organisational processes
- Participate in regular and professional communication with the manager and with all relevant colleagues and managers
- Participate in supervision and support as required
- Actively participate in the Performance and Professional Development review and Plan as required

##### Key Measures

**Demonstrated ability to participate as an active member of a team, consistent with the philosophy and policies of the Organisation**

#### KPI 5: WORKPLACE RESPONSIBILITIES AND WORK HEALTH SAFETY (WHS)

##### Key Competencies

- Be aware of, and practice according to the organisation's mission, objectives, core values and strategies
- Demonstrate understanding of all relevant external legislation and internal policies and procedures that relate to this position and the Organisation
- Participate in and contribute to quality improvement programs and other organisational activities to meet Service/Accreditation Standards
- Support the development and maintenance of a best practice WHS culture within the workplace
- Participate in and contribute to WHS activities to ensure a safe work environment for clients, community, staff and visitors
- Adhere to safe work practices
- Implement actions in WHS plans as required
- Ensure that all documentation is accurate and completed in a professional and timely manner
- Coordinate filing and administration in a professional and orderly manner
- Ensure all records are maintained according to Centacare's WHS policies and procedures

##### Key Measures

**Committed to meeting all legislative and organisational responsibilities and working in accordance with policies and procedures**

**Demonstrated commitment to the professional and timely administration of all documentation requirements**

**PERFORMANCE MONITORING**

Performance Monitoring and review of the Position Description is managed in accordance with the Performance and Professional Development Policy and Supervision Policy.

The process is implemented through a performance framework that includes:

- Day to day management, communication and continuous feedback from Line Manager
- Annual Performance and Professional Development Review
- Regular Supervision Sessions scheduled between the worker and Line Manager or Supervisor

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I have read, understood and accept the responsibilities outlined in my position description.

**Employee:** \_\_\_\_\_ **Signed:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Executive Manager:** \_\_\_\_\_ **Signed:** \_\_\_\_\_ **Date:** \_\_\_\_\_