**POSITION DESCRIPTION**

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| **POSITION TITLE** | Case Worker Personalised Support Service |
| **LOCATION** | Rockhampton |
| **CLASSIFICATION** | Level 4  *Social, Community, Home Care & Disability Services Industry Award* |
| **STATUS** | Rockhampton (full time) |
| **SUPERVISED BY** | Mental Health Programs Coordinator |
| **HOURS OF EMPLOYMENT** | Rockhampton 38 hrs |

**Organisation Information**

*Anglicare Central Queensland exists to work with people to make the best of their lives. Our values are: Respect, Compassion, Integrity, Innovation, Hope and Purpose.*

Anglicare Central Queensland (Anglicare CQ) is a not-for-profit organization providing a range of services to individuals and communities throughout Central Queensland. Our primary role is to respond to the needs of those who are vulnerable and/or disadvantaged. Our services help many groups including - children, young people, Indigenous people, families, couples, men and women - in a range of ways from crisis intervention through to counselling and relationship education. We also provide support services for people at risk of homelessness, families and young people in crisis, people with a disability, people with a lived experience of mental illness and their carers – supporting connections with family, culture and community.

Anglicare CQ provides services in a region covering 600,000 square kilometers with offices in Rockhampton, Gladstone, Biloela, Moura, Blackwater, Emerald, Barcaldine, Longreach and Winton and is governed by a Board of Directors. The executive team includes, a CEO supported by Business Services, People and Strategy and Service Delivery. Service delivery is overseen by a General Manager and three Managers located in Rockhampton (Capricorn Region) and Gladstone. Community Services Manager leads the Mental Health portfolio. Staff are actively encouraged to be involved in management and decision making in the organization through the Workplace Health and Safety Committee and Continuous Improvement groups, and within work teams.

**Position Summary**

The case worker is responsible for providing direct support to people residing in social and community housing who experience mental illness and whose tenancies are at risk. The primary role is to assist people to sustain their tenancies. The case worker will operate from a recovery model and offer a range of activities including but not limited to development of an individualised support plan, referrals, coaching and life skill development, community access, self care, developing relationships, managing money and tenancies. The case worker will also develop networks and referral linkages with Qld Health, Department of Housing and Public Works, Social and Community Housing providers.

**Reporting Requirements**

The case worker is accountable to the Coordinator Mental Health Programs and works closely with ACQ Community Housing Programs and other ACQ Mental Health Programs. The case worker will also communicate regularly with local/ centre based ACQ Management and work within a multi program and team environment.

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| ***Tasks and Responsibilities*** |
| Develop individualised care and support plans with people experiencing mental illness including,  implementing, and reviewing with participants. |
| Provide direct and indirect support to people experiencing mental illness who reside in social and  community housing |
| Development of internal and external partnerships |
| Development of referral and support pathways |
| Completion of file and other reporting and data collection requirements |
| Ensure consumer/ participant engagement in program and service development |
| Update own skills and abilities through personal and professional development |
| Reporting to Coordinator |
| ***Participation*** |
| Contribute as a pro-active and effective team member offering assistance and support |
| Attend and actively participate in team meetings |
| Contribute to the development of an organisation mental health services |
| Support and adhere to relevant Anglicare Central Queensland policies and procedures |
| Alignment of own personal behaviour with the organisational purpose, values and goals |
| Support and contribute to the development and maintenance of a healthy, creative and supportive  working environment |
| ***Skills and Abilities*** |
| Excellent communication skills (verbal and written) |
| Computer literacy (familiar with the Microsoft Office programs) |
| Ability to prioritise and manage multiple tasks |
| Ability to work as part of a team |
| Highly organised |
| Problem solving and conflict resolution/negotiation skills |
| ***Attributes*** |
| Enthusiastic and motivated |
| Attention to detail |
| Punctual |
| Shows initiative, self directed |
| Honest with integrity |
| Leads and participates well in teams |

**Deliverable Outcomes**

Effective implementation of Personalised Support Service and engagement with participants meeting Service Agreement requirements.

**Qualifications and Experience**

Tertiary qualifications and/or experience in a discipline relating to Mental Health, social

Services or a related discipline

Understanding of Recovery Based Approach and Strengths Based Practice

Knowledge and understanding of mental health issues

**Other Requirements of the Position**

Must hold a current Queensland Open Driver’s licence [or licence recognised by Australian

laws]

* Must have proof of current eligibility to work in Australia [Visa holders]
* The appointee to this position will be required to complete a six (6) month period of probation

As part of Anglicare Central Queensland’s employment screening process, preferred applicants will be subjected to an employment ‘suitability check’ with the Commission for Children and Young People and Child Guardian. Further details regarding this check may be obtained by accessing the web site of the Commission for Children and Young People and Child Guardian at the following internet address: http://www.bluecard.qld.gov.au/

*Anglicare Central Queensland is an equal opportunity employer encouraging individuals from diverse*

*backgrounds and cultures to apply.*

**Key Selection Criteria**

1. Demonstrated ability to work effectively with families and individuals affected by mental illness

2. Highly developed verbal and written communication skills and interpersonal skills

3. Demonstrated ability to develop and implement support plans

4. Demonstrated capacity to form partnerships with internal and external stakeholders including

people living with mental illness.

5. Understanding of Mental Health Act, Residential Tenancy Rooming and Accommodation Act

as well as relevant laws and legislation.