

Position Description

Position Title:	Community Engagement Worker
EBA / Award:	COMMUNITY HEALTH CENTRE (STAND ALONE SERVICES) SOCIAL AND COMMUNITY SERVICE EMPLOYEES MULTIENTERPRISE AGREEMENT 2022
Classification:	Level 4, Schedule B
Reports to Operational:	Team Leader Building Community Capacity
Primary Site:	Mildura
Last updated:	February 2024

Be part of a major boost to mental health and wellbeing in Victoria!

The Mental Health and Wellbeing Locals are an important part of Victoria's reformed mental health and wellbeing system. The Victorian Government has committed to establishing 50 Mental Health and Wellbeing Locals.

In Mildura, Wellways, Mildura Base Public Hospital, Mallee District Aboriginal Services and Sunraysia Community Health Services (SCHS) are working together to offer an easy way to access care and support for people aged 26 years and over who are experiencing mental health concerns – including people with co-occurring alcohol and drug support and care needs and their family, carers, and supporters.

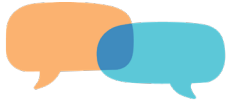
Mental Health and Wellbeing Locals are free, voluntary, and easy to access, with no referral required. Importantly, these new services will be delivered on the basis of *'how can we help?'* and a *'no wrong door'* approach, focused on giving choice and control over how the participant wants to receive support.

This new service will make it easier for the participant to access the support they need, closer to home and family, carers, and support networks.

Most importantly, Mental Health and Wellbeing Locals are safe spaces for everyone.

Commitment to Reconciliation

The Mental Health and Wellbeing Local knows that Aboriginal and Torres Strait Islander people have not always been well-served by mental health and disability organisations. Their social and emotional wellbeing has been impacted by generations of trauma, injustice and deprivation. As partner organisations, we recognise our responsibility in addressing these issues of injustice, inequality and stigma as part of ensuring our services are both welcoming and helpful for people and their families. As part of our commitment to reconciliation, we are working to create culturally aware and safe services for First Nations Community Members.



mental health & wellbeing local

Free support in your community

Working together - how we will deliver services

The Mental Health and Wellbeing Local is community-led and integrated through partnership that shares power, creating a responsive, flexible and helpful service.

The Local will operate seven days a week, with extended operating hours to support a flexible and responsive service. The Local Service model will provide integrated clinical support care, and wellbeing support participants and their family members or carers. The provided services will be in response to participant experiencing a mental health challenge and co-occurring substance use or addiction. This approach will improve the capacity of individuals to engage in our community and respond to any future psychological distress.



Community

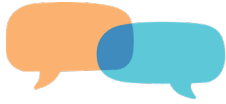
The Mental Health and Wellbeing Local Services will be community-led, and co-production will ensure a diverse range of perspectives are included in the design, delivery, and governance of the Local Services, ensuring it reflects, responds and is accountable to the local community it supports.

Connected

An integrated service system connected through governance (partnership, operational and clinical) systems and workforce ensures people can access the right support at the right time.

Creating capacity for citizenship

Our model of care and governance structure has been designed to create capacity. Our workforce, individuals, and their natural supports recognise and respond to psychological distress and address barriers that prevent people from participating in their community and leading meaningful lives.



mental health & wellbeing local

Free support in your community

Role Purpose

The Community Engagement worker, employed by SCHS, will work with communities to ensure they can better identify and respond to psychological distress and promote social and emotional wellbeing.

The Community Engagement Worker will achieve this by:

- Ensuring the Local service is responsive to community needs and has community at the heart of all its decisions.
- Empowering communities to support one another in maintaining social and emotional wellbeing.
- Establishing referral pathways with a broad range of health, social and community services that people may need to support their recovery.
- Identifying and facilitating opportunities that promote the inclusion of, and build the capacity of, people and community groups to access local services and achieve healthy, strong and connected communities.

How you will make a difference

You will be the heart of our Mildura Mental Health and Wellbeing Local and will be responsible for supporting the Local Services team by creating a warm and welcoming environment for all those who visit and work here. Every interaction will provide a benefit and positive outcome for the participant, their family, carers and supporters. All staff, from reception to peer workers, care coordinators, wellbeing staff and clinicians will work in a psychologically safe and healing way.

Now is your chance to shape the future of mental health and wellbeing in Victoria to ensure that everyone is supported and included.

Key areas of accountability

Area	Deliverable
<p>Stakeholder and Community Engagement</p>	<ul style="list-style-type: none"> • Establishing and maintaining relationships with the community, local service providers and community organisations, including first responders. • Where people’s needs are best met through other agencies, advocate with those agencies to access assistance. • Representing the Local in a variety of settings, interagency meetings, stakeholder’s meetings and speaking engagements. • Contribute to the development and ongoing implementation of evaluation strategies that test the effectiveness of community engagement programs and initiatives. • Identify family and carers needs and refer them to the appropriate source • Develop co-design opportunities with the community, develop and implement strategies to promote • Engagement of the community in understanding and addressing challenges to mental health wellbeing. • Create or leverage existing community events, both general and targeted (e.g. to hard-to-reach groups) at the Local service to promote the service and to promote social and emotional wellbeing. • Work within the team and with consumers to promote networks/groups or peer led programs within the community. • Assist in the design, organisation and delivery of relevant community education, events and activities. • Develop referral pathways for a broad range of health and social services, including: <ul style="list-style-type: none"> ○ Emergency services ○ GPs ○ PHN ○ General Practitioners ○ Community Health Services ○ Aboriginal Community Controlled Health Agencies ○ Primary health providers ○ Social and community services

<p>Quality Drive and support the overall effectiveness of Local Services ensuring that services reflect Locals values, best evidence-based practice, demonstrate innovation, are evaluated and are accountable to funding bodies</p>	<ul style="list-style-type: none"> • Ensure the service approach incorporates the following service principles: consumer, carer and family • Focussed, Practical and Flexible, Inclusive • Ensure all assessments and documentation is provided to relevant service delivery teams in a timely manner • Ensure appropriate documentation is maintained in the Locals client management system as required to meet statutory requirements including statistical data for reporting purposes. • Maintain strict client confidentiality while reinforcing the client's rights and responsibilities • Ensure familiarity with the expected standards of performance in the role and actively contribute to own personal development. • Maintain a good working knowledge of and adherence to standards and legislation relevant to the role (such as Child Safe Standards, Aged Care Act etc) and actively promote compliance to any such standards and legislation. • Complete all mandatory training by the due date.
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Key Requirements

Qualification	<ul style="list-style-type: none"> • Minimum Certificate IV in Social Science, or equivalent
Required knowledge, skills and experience	<p>Required:</p> <ul style="list-style-type: none"> • Understanding of Community Development principles • Experience in the human services or related sector, including individual and community development work • A commitment to person centred practice and understanding of mental health recovery and evidence based, best practice supports that enable people to sustain their social and emotional wellbeing enhance their own wellbeing and identity • Demonstrated knowledge of family and caring roles and the impact on Carers' health and wellbeing to determine support requirements • Demonstrated skill in establishing empowering and supportive partnerships with communities and a broad range of services in the community • A commitment to maximising the opportunities and support for people within their local communities • Able to plan, prioritise and work independently to ensure outcomes are achieved. • An understanding and demonstrated commitment to social inclusion and diversity. <p>Desirable:</p> <ul style="list-style-type: none"> • Prior experience working within the Mental Health sector, health or community based organisation
Information Technology	<ul style="list-style-type: none"> • Willingness to learn and adapt to technology platforms relevant to the role • Basic skills in Microsoft Office Suite • Basic skills in data entry
Compliance	<ul style="list-style-type: none"> • National Police Check • International Police Check (if required) • Current Working with Children Check-employment • 100 points of identification • Evidence of right to work in Australia • NDIS Workers Screening Check • NDIS Worker Orientation Module – free online course

Other	<p>Welcomed</p> <ul style="list-style-type: none"> • Personal lived experience of mental health challenges or have cared for someone who has. • Aboriginal, Torres Strait Islander, people living with a disability and Culturally and Linguistically Diverse people and who identify as LGBTIQ+ are encouraged to apply
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Required Values & Behaviours

Area	Description
Authenticity and Integrity	<ul style="list-style-type: none"> • We will bring our whole selves to the table and work from a position of trust and belief in the other, recognising community and wellbeing belongs to all of us. • We are committed to leading a culture that is helpful and understands people exist and have complex intersectional circumstances that can lead to psychological distress.
Compassion	<ul style="list-style-type: none"> • We will commit to a compassionate approach and understanding leading with curiosity.
Respectful Collaboration	<ul style="list-style-type: none"> • We are respectful and recognise the power in our different experiences and organisations work views and recognise we all have something to learn from each other.
Quality and Safety	<ul style="list-style-type: none"> • Ensure any risks are identified and reported promptly and that prevention strategies are implemented to ensure the safety of all participants. • Ensure and take all reasonable care for your personal safety and the safety of, participants and colleagues. • Actively participate in workplace health and safety initiatives and consult with colleagues and management in relation to issues that impact on the safety of the workplace. • Comply with all Policies and Procedures • Maintain confidentiality as per Mildura Mental Health Local policies and procedures and in accordance with relevant privacy and health records legislation. • Actively involve participants and/or carers in quality and safety improvement activities.

	<ul style="list-style-type: none"> • Maintain up-to-date immunisation status related to own health care worker category. • Ensure that the principles of general and participant manual handling are adhered to.
People & Culture	<ul style="list-style-type: none"> • Act in accordance with the 'Code of Conduct' and 'Workplace Behaviour' Policies. • Actively participate in relevant professional development. • Display high levels of professional behaviour at all time
Equality and Equity	<ul style="list-style-type: none"> • We will strive for equality and equity in our approach to partnership and the community we serve. • We aim to break down the barriers of power and privilege recognising we come together toward a common goal.
Honesty and Courage	<ul style="list-style-type: none"> • We will have robust feedback mechanisms in our model of care and governance structure to actively engage with community and participants to ensure we are meeting their needs and we are accountable to these. • We lean into difficult conversations realising this is when there is the greatest opportunity to learn.
Excellence and Appreciation	<ul style="list-style-type: none"> • Our work will be evidence based and we commit to continuous quality improvement processes to ensure the people using our service have excellent outcomes.
Commitment to reconciliation	<ul style="list-style-type: none"> • Demonstrates commitment to reconciliation. • Work towards creating culturally aware and safe services for First Nations Community Members.