

Position Description

Position Information

Position Title	Child and Family Wellbeing Worker
Program	Child and Family Wellbeing Service
Reports to	Team Leader
Direct reports	Nil
Award	Social, Community, Home Care and Disability Services Industry Award 2010
Award classification	Level 3

Organisation Information

TeamHEALTH has been providing services to people with mental illness in the Northern Territory for over 30 years. TeamHEALTH was established by a group of relatives and service providers of people with a mental illness who wished to provide stable, safe, accommodation for their family members.

Over time TeamHEALTH has developed and now provides a range of supports focusing on prevention, early intervention and recovery including residential services for people with severe and persistent mental illness, a community housing service, individual recovery and group-based support, together with early intervention support, home based aged care support, mental health promotion and education.

TeamHEALTH's vision is that all people should lead a full and valued life. This is articulated through our purpose and operational philosophy of creating community capacity for good mental health, to enable people to live a full and valued life through the provision of supports, advocacy and education. Success in achieving our purpose requires consolidation of existing work, the use of evidence-based approaches and an adaptable skilled organisation.

With accreditation to the National Standards for Mental Health Services, NDIS Quality and Safeguarding Framework, National Regulatory System for Community Housing and the Aged Care Quality Standards, TeamHEALTH continues to focus on ensuring quality service provision and the pursuit of goals with participants.

Position Summary

TeamHEALTH delivers programs for children, families, and adults in Katherine and Big Rivers region.

The Child and Family Wellbeing Service provides early intervention support to vulnerable families with children and young people who are showing early signs of, or are at risk of developing, a mental illness. The service aims to improve their wellbeing and enable them to better participate in their communities and reach their full potential.

The key outcomes are:

- Children and young people have improved emotional health and wellbeing.
- Children and young people can manage different aspects of their lives better.
- Families and carers are helped to support their children and young people.
- Communities have a better understanding of and response to mental health issues that affect children and young people.

The aim is to support recovery, reduce social isolation and provide practical support to increase independence in the community. Using a strengths-based approach and providing intensive one-to-one and group support, individuals are:

- Provided access to appropriate support services at the right time.
- Enabled to build personal capacity, confidence and self-reliance.
- Supported in community participation.
- Provided practical assistance to manage daily activities.

Reporting to the Team Leader in Katherine, the Child and Family Wellbeing Worker will be based in Katherine and will deliver strength-based case management and activities to children, young people and families in line with program guidelines. Outreach support is also provided to assist in the development and implementation of participant centred Family Action Plans.

The Child and Family Wellbeing Worker will assist in establishing good referral pathways, into and out of the service to reach vulnerable children, young people and families who may not otherwise engage with the mental health or children's service sector.

Under the direction of the Team Leader, the Child and Family Wellbeing Worker will also provide education, training and information to promote awareness of mental health to participants of the program and the community.

Although the Child and Family Wellbeing Worker provide services in the Katherine & Big Rivers Region, they at times will be required to provide support or assistance to other TeamHEALTH Programs/Regions which may include outreach support to participants utilising a psychosocial rehabilitation framework. This may entail overnight or weekly absences and travel to Darwin and other remote communities.

Key Result Areas

1. Participant Support Services

- 1.1. Provide a range of flexible, responsive and social and emotional wellbeing support services to meet the identified needs of program participants.
- 1.2. Work alongside families to provide short term and/or intensive, long-term early intervention support and case management.
- 1.3. Ensure that services provided are child-centred, family focused, strengths-based and holistic.
- 1.4. Assist in the development and monitoring of Family Action Plans and goal setting with participants and their families.
- 1.5. Undertake assessments and intake of participants referred to the program, ensuring that the services are tailored to the participant, including their cultural needs and circumstances and in accordance with the funding agreement.
- 1.6. Ensure referral of participants to other services as required.
- 1.7. Ensure participant confidentiality is always maintained.

2. Relationship Management

- 2.1. Foster and maintain effective and professional working relationships with TeamHEALTH's programs and key stakeholders, including local schools and 'first-to-know' agencies

- 2.2. Maintain a safe and positive relationship when working with children and young people.
- 2.3. Work effectively with persons of Indigenous and Culturally and Linguistically Diverse (CALD) backgrounds.
- 2.4. Uphold the TeamHEALTH values of Integrity, Accountability, Wellbeing and Respect in all engagement with staff, participants, carers and external contacts.
- 3. **Mental Health Promotion & Facilitation**
 - 3.1. Assist in the planning, coordination and delivery of community outreach, mental health promotion/education and community development activities to increase local capacity to identify, understand and respond to mental health needs of children and young people.
 - 3.2. Facilitate mental health literacy education sessions to children (typically ages 8-12) in an engaging, confident and age-appropriate way
 - 3.3. Resilient Children Mental Health Awareness Program is a role play-based program. While the facilitator is not expected to be performing arts trained it is expected that they are able and willing to express delivery energetically
 - 3.4. Adapt service delivery in response to diverse and dynamic context (children's ages, learning difficulties, disability, group numbers, cultural norms, language barriers etc)
 - 3.5. Complete data reporting requirements associated with the service delivery including attendance register and pre and post evaluations.
 - 3.6. Complete data entry requirements, scheduling and project administration with support from Regional Manager.
- 4. **Reporting and Administration**
 - 4.1. Develop and document outcomes of Family Action Plans on a regular basis and assist the Regional Manager to undertake relevant data collection and evaluation.
 - 4.2. Ensure participant case notes are updated daily, Family Action Plans documented and measured outcomes reviewed three monthly with Participant Information Sheets and consent forms updated six monthly.
 - 4.3. Ensure that all internal and external reporting, where required, is accurate and completed within timeframes required by funding agreements and TeamHEALTH.
 - 4.4. Ensure the use of evaluation tools and processes are completed, in accordance with the program guidelines.
 - 4.5. Participate in team meetings, group supervision and all staff meetings as required.
 - 4.6. Participate in regular support and supervision with the Regional Manager, including continued professional development and performance reviews.

Key Selection Criteria

TeamHEALTH recognises the value of experience in all facets of life and work and encourages individuals with a lived experience of mental illness to apply.

All TeamHEALTH Staff

1. A National Police Certificate that was issued less than two years ago or proof of an application for a National Police Certificate.
2. A current Driver's Licence.
3. A current Ochre Card and NDIS Worker Screening Clearance.
4. NDIS Worker Orientation Module Certificate.

Essential for Position

5. Diploma or Certificate level qualification in a relevant health or welfare discipline.
6. Demonstrated experience in working with children, young people and families, including Indigenous and Culturally and Linguistically diverse (CALD) people.
7. Demonstrated understanding and application of strength-based approach, and competence in a range of interventions relevant to children and young people.
8. Demonstrated ability to build relationships and communicate effectively with key stakeholders including participants, community members and other services.
9. Experience in the delivery of education to young people
10. Action orientated, flexible and innovative with the ability to work as part of a small team.
11. Demonstrate a high level of communication skills, including written and verbal, and demonstrated computer literacy.
12. Demonstrated ethical work practices including the limits of confidentiality and the use of appropriate personal boundaries.

Desirable for Position

13. Demonstrated knowledge and/or experience working in rural and remote settings.
14. Experience in the delivery of training to young people and adults in both individual or group settings.

Position Description Approval

Approved by	Julia Wormer, Executive Manager
Date approved	17 February 2025
Signature	