

Position Information

Position Title	Child and Family Wellbeing Worker
Program	Child and Family Wellbeing Service
Reports to	Coordinator
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

The aim of the Child and Family Wellbeing Service is to support children and young people who are showing early signs of, or are at risk of developing a mental illness, 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 better manage the different aspects of their lives.
- 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.

Reporting to the Coordinator the Child and Family Wellbeing Worker, 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 child centred Family Action Plans.

The Child and Family Wellbeing Worker will assist in establishing good referral pathways, into and out of the service in order 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 Coordinator 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 provides services in the Palmerston and Litchfield region, they may at times be required to provide support or assistance to other TeamHEALTH Programs/Regions. This may involve travel that entails overnight or weekly absences.

Key Result Areas

1. Participant Support Services

- 1.1. Provide a range of flexible, responsive and non-clinical mental health 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 maintained at all times.

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

- 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. Assist the Program Manager/Coordinator to develop and manage program resources.

4. Reporting and Administration

- 4.1. Develop and document outcomes of Family Action Plans on a regular basis and assist the Program Manager/Coordinator to undertake relevant data collection and evaluation.
- 4.2. Ensure participant case notes are updated daily, Family Action Plans documented and reviewed three monthly with Participant Information Sheets, consent forms and measured outcomes 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. Actively participate in regular support and supervision with the Coordinator, 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. Action orientated, flexible and innovative with the ability to work as part of a small team.
10. Demonstrate a high level of communication skills, including written and verbal, and demonstrated computer literacy.
11. Demonstrated ethical work practices including the limits of confidentiality and the use of appropriate personal boundaries.

Desirable for Position

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

Position Description Approval

Approved by	Julia Wormer, Executive Manager, Mental Health Supports
Date approved	12 April 2024
Signature	