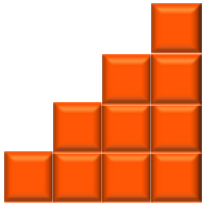


Signed / Agreed:
(please also initial each page)



WALSHtrust.org.nz
inspiring change, transforming lives

Type . Number / Version	Title			
2.02/2	Mental Health Support Worker			
Service Area:	Date first drafted / approved:	Last approved by:(name and signature)	Last approval / review date:	Next Review Date:
Human Resources	11022022	Rob Warriner	2704022	27042025

Ma mua ka kite a muri. Ma muri ka ora a mua
Those who lead give sight to those who follow. Those who follow give life to those ahead

Job Description and Person Specification

Signed
/ Agreed:

Purpose

The role of the mental health support worker is to effectively engage with individuals and their family / whānau whose lives have been impacted by the experience of trauma, distress and/or life-changing mental health challenges, and / or those whose lives have been significantly disadvantaged in their efforts to meet goals and aspirations through their having unmet support needs.

Our Values:

In order to deliver services that are strengths based and recovery focused, WALSH Trust adopted values that shape organisational culture, service development, delivery and evaluation. These are:

- **Courtesy**
- **Respect**
- **Integrity**
- **Kindness**

The above (and the content of this job description) are a direct outcome of the WALSH Trust (1.45) Organisational Philosophy.

An Outcome Focus:

WALSH Trust expects that each staff member will be accountable for their actions, transparent in their process, and to demonstrate that they are delivering good value for money. To achieve this we will apply a results-based accountability model of evaluation, considering:

1. How much did we do?
2. How well did we do it?
3. What impact did we achieve?

Why We Do Our Job? How We Do Our Job? What Is Our Job?

How

What

We achieve “our Why?” through understanding, responding to and supporting what it is that people are trying to achieve and the difficulties they may experience. We communicate people’s worth and potential so clearly that they are inspired to see it in themselves”.



Everything we do is based in the belief that all people have a right to a sense of self-worth, and the potential to live a rich and fulfilling life that holds personal meaning and purpose.

We provide a range of quality, community-based, mental health support and well-being services, helping with access to networks, expertise and other resources. These services are provided by a range of skilled and dedicated staff - the skills of many will be enhanced by their own personal experience of over-coming adversity in health and/or life

Signed
/ Agreed:

Teamwork

Service provision and activities at WALSH Trust are grounded in a team-based approach, that prioritises the elements illustrated on the right.

This approach recognises that a collective resource by far exceeds the sum of individual contributions.

Most, other than the uniquely exceptional (or commonly conceited), will be able to recognise their relative strengths, while acknowledging similarly relative learning edges.

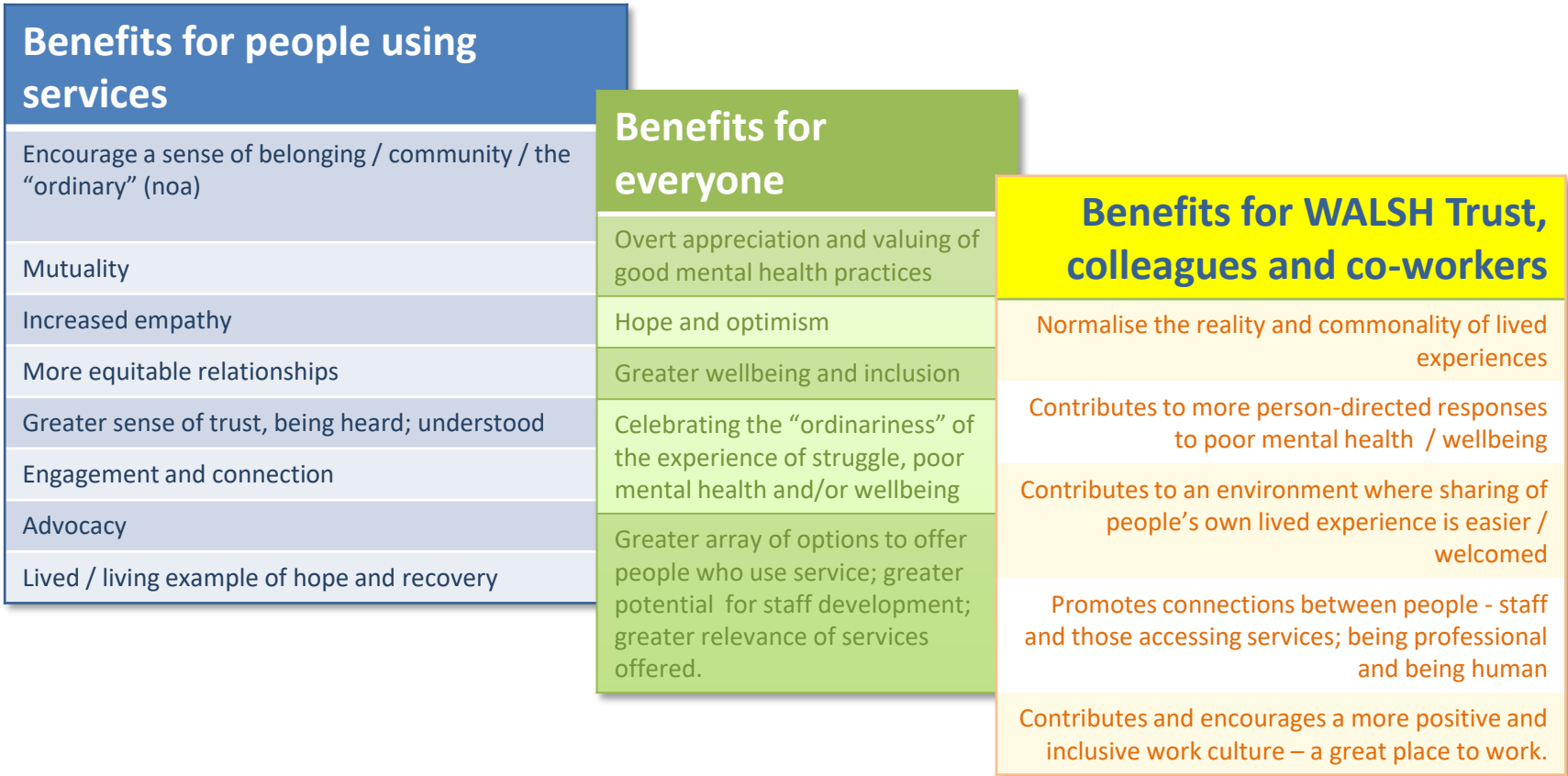
Courageous and honest self reflection and insight is essential to enable a successful team player. Regularly seeking feedback from fellow team members is an opportunity to share and tap into rich expertise, experience and unique perspectives. Again this requires courage.

In order to make teamwork work WALSH Trust expects there to be a lack of ego, or personal ambition dominating approaches to work, and a healthy willingness to subjugate individual needs to a common good.



WALSH Trust values lived experience of life changing mental health and/or wellbeing challenges, service use, and periods of healing and embracing recovery

why have we taken this approach?



Responsible to: Service Manager/Leader

Functional relationships
with:

- Team members/colleagues and other staff providing a range of support services that respond to the needs of people experiencing trauma, distress and/or life-changing mental health challenges
- People experiencing trauma, distress and/or life-changing mental health challenges who have chosen to utilise services offered by WALSH Trust
- Staff of Waitemata and Auckland DHB clinical services, community agencies (eg. Oranga Tamariki, Work and Income, budgeting services...), facilities and services

Responsible for:

Effectively engaging with individuals and their family / whānau who are impacted by the experience of trauma, distress and/or life-changing mental health challenges, and / or have been significantly disadvantaged in their meeting their goals and aspirations through their having unmet support needs.

Through understanding their needs, goals and aspirations, you will collaboratively develop a time limited, goal/achievement specific support plan that is designed to assist people to meet those identified needs and priorities.

Support provided to individuals and their family/ whānau is of their choice, is evidence-based, and current best practice.

Mental Health Support Worker

The provision of community-based support services in response to poor mental health and/or wellbeing, has to be a way of thinking about positive change and inviting transformative relationships.

Practitioners learn to use relationships to see things from new perspectives, develop greater awareness of personal and relational patterns of behaving and engaging, and support and challenge each other in trying new things.

Community-based support services are unique, and differ from traditional human services because:

- Relationships formed are viewed as partnerships that invite and inspire both parties to learn and grow, rather than as one person just needing to help another.
- Community-based support services doesn't start with the assumption of a problem. Each party pays attention to how we have learned to make sense of our experiences, then uses the relationship to create new ways of seeing, thinking, and doing.
- Community-based support services promote a trauma-informed way of relating. Instead of asking "What's wrong...?" we learn to ask "What [has] happened...?"
- Community-based support services promote consideration of our lives in the context of mutually accountable relationships and communities — looking beyond the mere notion of individual responsibility for difficulty and/or change.
- Community-based support services encourage us to increasingly live and move towards what we want, instead of focusing on what we need to stop or avoid doing.

Key Achievement Areas and Responsibilities

provision of person-centred and led, intentional and responsive, community-based support services

- To actively participate in and contribute to the work of the team.
- To intentionally co-design / develop and implement plans and consequent actions that respond to people’s diverse recovery needs, goals and aspirations – that are relevant, regularly reviewed and that will guide the provision of support services and/or activities.
- To effectively engage with people who use services in supporting their recovery through poor mental health and wellbeing/ enhanced quality of life and enjoyment, in respect to:
 - Taha whānau – eg. acquiring and maintaining a safe and healthy home / place of belonging, enabling healthy lives to shape healthy communities.
 - Taha wairua – eg. acquiring and maintaining connections with family/whānau, intimate others; supporting meaning, love and purpose.
 - Taha tināna - eg. acquiring and maintaining good physical / personal health – avoiding behaviours / activities that undermine these.
 - Taha hinengaro - eg. acquiring and maintaining good mental / emotional health - including meaningful roles and sense of “place” in the larger community

Key Achievement Areas and Responsibilities

participation in / contribution to, the development of a highly skilled, motivated and effective workforce

- To consistently engage in pro-active behaviours that enhance WALSH Trust, its activities and the achievement of goals, and the welfare, effectiveness of colleagues
- To identify and prioritise with your Service Manager/Leader, professional development goals that inform professional development plans (including your use of supervision / personal coaching, in-service and external training...), and actively engage with the Lets Get Real framework
- To consistently model, in everyday behaviours, WALSH Trust values: **courtesy, respect, integrity and kindness**
- To consistently apply WALSH Trust policies and operational procedures in everyday service delivery and contribute to the on-going development and improvement of these.
- To contribute to the day to day provision, and on-going development of exceptional and responsive support services, and the achievement of organisational goals.

Key Achievement Areas and Responsibilities

health and safety

- To consistently adhere to and promote WALSH Trust expectations and obligations in the development and application of processes and operating procedures that enable WALSH Trust to comply with Health and Safety obligations, and provide a safe work environment to staff, clients, contractors and visitors.
- To be consistently familiar with WALSH Trust health and safety (and infection control) policies and procedures – which also include expectations of responsibilities for one's own health and safety
- To immediately escalate critical events / crises / emergencies to your Service Manager/Leader and/or other relevant health professionals or agencies.
- To actively contribute to committed and robust representation by staff in forums such as the Health and Safety Committee; Quality Forum, Team Meetings, Staff Welcome/ Hui... and the development / implementation of audit / corrective action plans.
- Demonstrates understanding of the principles of the Treaty of Waitangi (Te Tiriti O Waitangi) of Protection, Partnership and Participation - and applies them to their practice. Clearly understands and can articulate the concepts of whānauatanga and manaakitanga.

Key Achievement Areas and Responsibilities

administration:

- To ensure that all correspondence/ client documentation is managed according to the Privacy Act and Health Information Code, within expected timeframes and to a high standard.
- To fulfil all administrative requirements as expected in relevant policies and procedures, this includes (but is not limited to):
 - Maintaining clear and concise progress notes that are completed within the working shift/ day of the contact or activity taking place.
 - Demonstrating a high level of attention to detail in written and oral communications.
 - Consistent use of designated platforms to accurately record calendar appointments, timesheets and vehicle bookings.
 - Confident working knowledge of Microsoft Office Suite, plus capability to learn and adapt to current and new IT technologies (e.g. Microsoft Teams, Zoom for video conferences/meetings).
 - Any work-related purchases are only made with prior approval of the Manager and supported with required documentation and a GST receipt.

Key Achievement Areas and Responsibilities

a team focused leadership role

- To consult, liaise, meet regularly with the Service Manager, and team members / colleagues (including DHB clinical staff, and other stakeholders) to support exceptional collaborative working partnerships that achieve the best possible outcomes.
- To develop / exercise leadership in actively and intentionally contributing to service effectiveness, and service and person-centred outcomes – that are supported with evidence.
- To seek and understand / negotiate what your Service Manager expects of you, in order that you may carry out this role exceptionally well / to the highest possible standard.
- To request / negotiate what you expect of your Service Manager Team to enable you to carry out your role exceptionally well / to the highest possible standard.
- To be flexible and responsive to dynamic workplace, and changing organisational / sector demands and priorities
- To promote the aims, objectives and philosophy of WALSH Trust

Key Achievement Areas and Responsibilities

generic leadership activities that contribute to the development and overall well-being of WALSH Trust, and the provision of exceptional services

- To be flexible and responsive to dynamic workplace, and changing organisational / sector demands and priorities
- To contribute to and support the optimal functioning of WALSH Trust services. In particular, a culture where evaluation of effectiveness and decision-making is based upon the review and analysis of collated data.
- To develop and maintain effective, exceptional strategically focussed relationships with key relevant networks and personnel that will add value to this role and/or the overall effectiveness of WALSH Trust.
- To consistently model courtesy, respect, integrity, kindness and compassion – and retain a generous sense of humour!
- To assume the role of mentor / motivator and role model of the service and team within which you work

Key Achievement Areas and Responsibilities

carry out duties in a manner that is informed by current / relevant national strategies, plans and standards, WALSH Trust policies, procedures, priorities and values

- To remain familiar with current / relevant national strategies, plans and standards, WALSH Trust strategic / business plans, policies, procedures and values - and model their consistent application in the implementation of this job description
- To carry out any actions, tasks or activities that are not inconsistent with this job description / role, as may be directed or required by the Service Manager/ Leader.

Expected Outcomes

Outcome 1.1: Attends / leads / contributes to Learning Sets to review / develop / refine practice .
Contributes to WALSH Trust as a good organisational citizen and positive representative and advocate

Outcome 1.2: Shares responsibility with team, members to actively participate in, and contribute to forums and shared responsibilities such as Health and Safety obligations, Health and Safety Committee, Quality Forum, audit preparation and the development / implementation of audit / corrective action plans where requested.

Outcome 3.6: Attends coaching as required by Service Manager; attends in-service / external training as required / indicated. Uses annual and sick leave appropriately and as per legislative / contractual guidelines.

future and generic

1.0 STRATEGIC

Thoughtful figuring out which way to go

Outcome 1.3: Day to day activities and provision of services is always consistent with by WALSH Trust values, policies and operating procedures.

Outcome 3.5: A minimum 70% of staff FTE hours are committed to activities with people using services. 90% of people currently using services were referred within the previous 12 months. Outlook calendar is maintained. Within residential and respite services support to people accessing services includes also the support with activities of daily living and contribution to the effective running of the service.

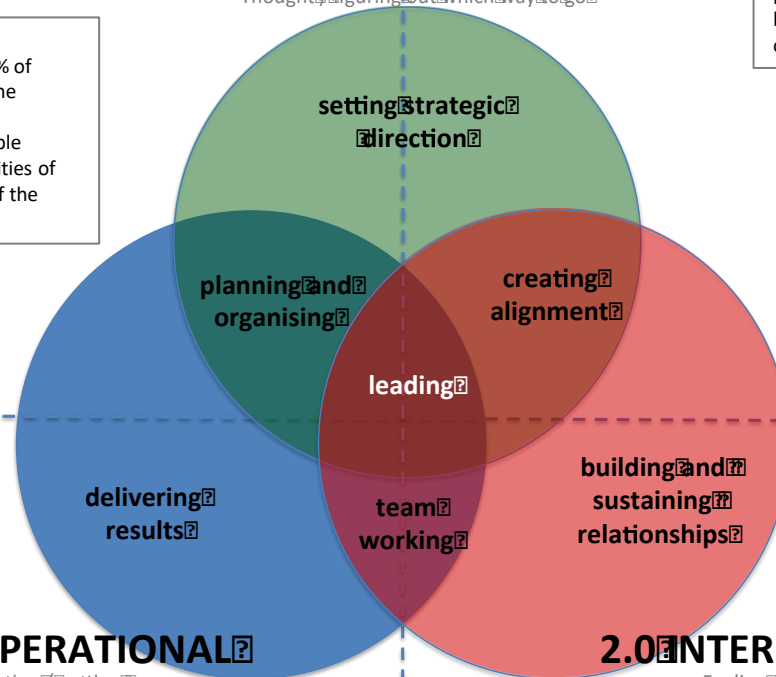
Outcome 1.4: Can consistently provide evidence of strong, positive engagement with all stakeholders. (eg. personal planning, exit planning, achievement of goals...)

Outcome 3.4: In conjunction with the Services Manager, will have professional development plan and will be engaged with / supported to progress through the Let's Get Real Framework. Attends all training as directed.

Outcome 1.5: Consistently attends and contributes to team meetings and ensures they are informed about local, regional and national initiatives / challenges / priorities / opportunities that may impact upon WALSH Trust service provision.

Outcome 3.3: Assessment (eg. LSP, Kessler 10, Areas of Concern...) / planning, review and feedback consistently indicates the achievement of recovery goals and/or enhanced quality of life and enjoyment.

tasks



people

Outcome 2.1: Supports , contributes to and models a team focused ethos and practices that are consistent with WALSH Trust values, and a commitment to courtesy, respect, integrity and kindness. Relationships, internal and external, are also shaped by these.

Outcome 3.2: All people supported are provided services that are clearly guided by a co-designed, outcome focused, regularly reviewed, clearly articulated, achievable and relevant support plan. At any time, a minimum of 80% of people have current plans and assessments.

3.0 OPERATIONAL

Action getting things done

present and specific

2.0 INTERPERSONAL

Feeling emotional intelligence

Outcome 2.4: Consistently demonstrates behaviours that are aligned to WALSH Trust values – models these and shares responsibility to ensure the collective effectiveness of the team.

Outcome 2.2: Takes full leave allocation within a 12-month period – unless a specific exception is applied for and approved.

Outcome 3.1: Job description, and role expectations are fully and consistently completed and to a high standard. Legible, grammatically correct notes of activities, progress and observations including Key Events are kept current in the iCIM database - within the working day.

Outcome 2.3: Actively and intentionally contributes to the sharing of responsibilities across the team, such as Team Meetings, Quality Forum, Health and Safety Committee / obligations...

The incumbent may additionally be able to demonstrate competencies that align with the shaded areas

(NB. these are not requisite for this role).

Lived Experience Of Life Changing Trauma / Poor Wellbeing*

1	2	3	4	5	6	7	8	9	10
none		personal awareness / understanding		Family / whanau experience					Can demonstrate 12 competencies listed below

*** these might include: mental illness / distress, physical / sexual abuse, violence, loss / grief, humiliation, crime, migration, homelessness...*

- Lived experience of life changing mental health and/or wellbeing challenges, service use, and periods of healing and embracing recovery , and willingness, ability to share this with others intentionally and appropriately where this may enhance engagement and provision of support to a person.
- Life changing experiences that have profoundly impacted your life / world-view while supporting someone with mental health and/or wellbeing challenges, service use, and/or periods of healing and recovery
- Demonstrated understanding of the key issues impacting on people who experience life changing mental health and/or wellbeing challenges, their carers and family members and knowledge of local services available to them
- A capacity to express empathy - and ability to understand what you are empathising with
- Ability to develop / apply lived “expertise”; that is, not just having lived experience, but what has been learned through that experience and how it might be applied.

- A willingness to use emotional understanding and knowing, as a key informant of the work role
- A willingness to share experiences / parts of a personal story appropriately and effectively in a work role, to the benefit of others
- Ability to convey and/ or inspire hope and possibility – modelling same
- Ability to understand the role and impact of trauma, and to listen and respond with sensitivity, compassion and insight
- An understanding of your life “beyond” the experience of life changing mental health and/or wellbeing challenges (ie. this does not define you)
- Good communication skills and willingness to further develop skills in this area
- Ability to work independently and as an effective team member

The incumbent will have or develop competencies that align with the shaded areas in the following competency profile for the role.

Personal Attributes

	may be developed	desirable	essential
Highly motivated			
Ability to be flexible and respond to unexpected priorities			
Commitment to work with diverse communities			
Ability to work and deliver outcomes with minimum supervision			
Experience of health / social service sectors			

Skills

	may be developed	desirable	essential
Ability to build effective sustainable and productive relationships			
Excellent written and verbal communication skills			
Excellent organisational skills – ability to plan and prioritise work to meet agreed deadlines			
Methodical approach to tasks and completion			
Computer literate, including a good working knowledge of Microsoft Office (Word, Excel and Outlook)			

The incumbent will have or develop competencies that align with the shaded areas in the following competency profile for the role.

Educational Qualifications

1	2	3	4	5	6	7	8	9	10
Nil	SC	UE		NZC		Diploma	Bachelors Degree	Post -Grad	

Functional Experience – Service Provision / Quality Initiatives

1	2	3	4	5	6	7	8	9	10
				desirable					essential

Staff Management Experience

1	2	3	4	5	6	7	8	9	10+
Nil				desirable					essential

Relationship Management Experience

1	2	3	4	5	6	7	8	9	10
				desirable					essential

Sector Experience

1	2	3	4	5	6	7	8	9	10
				desirable					essential