Our Vision: People who experience mental illness living well.

Our Mission: Comcare will contribute positively to the recovery of people who experience mental illness through the provision of quality community services and social housing and support mental health sector development.

Job Description

Title: Community Mental Health Support Worker

Department: Community Support Service

Location: **334 Lincoln Road Christchurch**

Reports to: Team Leader Community Support Services

Main Purpose of Position:

To provide support and assistance for people with mental illness living in the community, encouraging them to build on their strengths and the strengths in their community, encouraging their needs for developing skills, accessing community resources, developing functional relationships and independence

Functional Relationships:

Internal	External
Service Manager Community Support Services	Specialist Mental Health Services Managers & Staff
Service Advisors	General Practitioners
Service Users	Community & Related NGO Services
Comcare Staff	Consumer & Family Advocates/Advisors
Recovery, Privacy & Cultural Advisors	

Authorities:

As per Delegations policy

Key Duties:	Expected Results:
To support clients living in the Community	• Clients will be able to live in their chosen environment • Clients will have support to access community activities of their choice • Clients will have support to work toward goals • Clients will receive support/guidance with life skills e.g. (budgeting, leisure/recreation, social skills, communication, conflict resolution, personal hygiene)

Liaison	• Appropriate liaison maintained with:
	   • Client/Family/Significant other
	   • Clinical Case Manager
	   • General Practitioner
	   • Work and Income Managers
	   • Community Integration Service
	   • Housing Service
	   • Activelinks
	   • Jobconnect
	   • Peer Services

On-going review of Clients needs	• Review services to ensure clients' needs are being met and that there is a need for on-going Community Support Work • involvement
Maintain/increase skill and knowledge base	• Community Mental Health Support Worker will attend training opportunities available to them • Attend external Group Supervision on a monthly basis reflecting on practice
Administration	• Maintain appropriate records ensuring notes/plans are completed as per Community Support Service policy.
Contribute to Team	• To attend supervision monthly with Line Manager, reflecting on practice through self-awareness. • All relevant team and staff meetings attended • Good relationships are developed with Community Support Services and other Comcare staff • Positive contribution to Community Support meetings and strategic planning
Honoring te Tiriti o Waitangi	• Develop approaches for partnering with mana whenua, Māori with lived experience of mental health and addiction services and their whanau • Work in partnership with clients and whānau to provide culturally responsive and appropriate support to improve outcomes and reduce inequities. • To attend cultural supervision monthly reflecting on practice through self-awareness.

Development	• Actively participate in professional development to meet identified learning needs that promote and support excellent performance in the position • Over time employees will, through the natural process of gaining confidence in their ability and understanding of the systems, operate more quickly and efficiently in the job they hold. This will free up time that could be used to develop and enhance their skills, knowledge and abilities. As a consequence of this, and because Comcare is interested in developing each employee to their full potential, each employee will from time to time be asked to take on extra duties that are designed to upgrade their skills, knowledge and abilities.
Health & Safety	• Proactively support and follow our Health and Safety programs, Policies and Procedures • Ensure services are delivered in line with Comcare's Health and Safety Policies and Procedures • Ensure the Wellbeing of Comcare's clients, tenants and staff are at the forefront of any decision taken • Assess and mitigate and manage risk, including no cultural harm • Ensure accidents and incidents in the workplace are reported in a timely manner
Anei ā mātou whanonga pono / Our Values	**We Statement** 'We offer a safe space to enable tāngata whaiora to find their own empowerment and support them to be leaders of their own journey.' Rangatiratanga **We Statement** "We take a person-centred approach and nurture a sense of belonging through shared experiences and strengthening ties between whānau and communities.' Whanaungatanga **We Statement** "We ensure that our mahi reflects a mana enhancing approach to strengthen hope for tāngata whaiora, with aroha, respect, integrity and trus.' Manaakitanga

We Statement
'We support the mana of each other through respect, collaboration and communication.'

Kotahitanga

We Statement
'We protect and preserve taonga for whānau and generations to follow.'

Kaitiakitanga

This Job Description is intended to describe the duties/responsibilities that the staff member will be expected to undertake in this position. It should not be considered as a complete and exhaustive list of all responsibilities, duties, or skills required of the position holder. From time to time, the position holder may be required to perform duties outside of their normal responsibilities as needed. This job description will be reviewed regularly in order for it to continue to reflect the changing needs of Comcare.

Person Specification

Qualifications/Background:

- New Zealand Certificate in Health and Wellbeing (Level 4) – Mental Health and Addiction Support (or equivalent Level 4 Qualification relevant to social service provision)

Experience / Knowledge / Skills:

- 2 years' experience in mental health field
- Time management
- Problem solving / solutions focused
- High level of attention to detail
- High level of organisational ability
- Full current drivers' licence
- Well-developed communication and interpersonal skills
- Clear boundaries
- High standard of personal appearance
- Professional yet approachable image
- Positive attitude
- View all people as having potential for change
- Tolerant yet assertive
- Outgoing
- Values people
- Positive self-image

Desirable:

- Canterbury-based experience
- NGO experience
- Specialist Mental Health experience
- Understanding of Recovery Principles and Strengths Approach
- Creative thinker
- Evidence of good working relationships across range of colleagues/clients
- Good sense of humour

July 2024

Signed by:

		Date:
Employee:		
Employer:		