

Community Mental Health (CMH) Team Support Worker

JOB DESCRIPTION

Responsible to: Clinical Manager CMHS

Broad Objective: To provide a professional Support Work perspective in the Community Mental Health Team and support CMH clients by provide recovery focused Support Work interventions.

Key Accountabilities	Objectives	Task	Outcome
Organisation	To be committed to Te Tiriti O Waitangi.	<ul style="list-style-type: none"> Uphold the organisations Vision and Philosophy towards Te Tiriti o Waitangi. Liaise with Iwi as appropriate 	<ul style="list-style-type: none"> Appropriate service delivery to Tangata Whaiora Improved bi-cultural practice.
	To communicate with other health professionals and community agencies as appropriate to scope	<ul style="list-style-type: none"> Liaise with CMH Case Managers and DHB clinicians Attend and participate in meetings Liaise with GP's and Golden Bay Community Hospital Staff as appropriate. Liaise with other community agencies as required, i.e. <ul style="list-style-type: none"> - Police - WINZ - GB Community Workers - GB Workcentre Trust - HNZ 	<ul style="list-style-type: none"> That relevant information is appropriately shared to enhance client wellbeing. Collaborative working relationships with other agencies are developed within the team and wider community.
	To adhere to TWM policy and procedures	<ul style="list-style-type: none"> Participate in meetings, training, supervision sessions and performance appraisals. Utilise TWM Administration systems appropriately. Electronic and hard copy information is kept current and accurate. Confidentiality is observed. Treat TWM property and resources with responsibility and care. 	<ul style="list-style-type: none"> Professional standards, boundaries and development, are maintained. The employee works within the TWM Policies and Procedures Information is accessible, and confidentiality is appropriately maintained. Administrative tasks are completed in a timely fashion and to a professional standard.
Health & Safety	Contribute to Health & Safety processes in the workplace	<ul style="list-style-type: none"> Report any identified hazards. Take responsibility (as far as is reasonably possible) for personal and professional safety while at work. 	<ul style="list-style-type: none"> Hazards are reported and managed The work environment is safe. Maintain personal/professional safety.

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Key Accountabilities	Objectives	Task	Outcome
Clients	Provide recovery focused Support Work interventions	<ul style="list-style-type: none"> • Provide focused supportive interventions to service users with a focus on restoring functional impairment • Support both new clients, those requiring brief support and clients with enduring illness. • To provide additional perspective within the multidisciplinary team. • In consultation with Case Managers refer clients to agencies providing social support. • To provide advocacy and ensure that clients rights are upheld. • Support clients with transportation to appointments, delivery of medication, delivery of client surveys etc. • Assist and participate in client group work. • Escalate concerns to case managers within MDT. • Participation on the afterhours on-call crisis roster. 	<ul style="list-style-type: none"> • Clients experience a holistic service from CMHS. • Liaison takes place with other involved agencies. • CMHS clients receive appropriate social support. • Clients of CMHS receive their entitlements and their rights are upheld.
Family/Whanau	To work inclusively with family/whanau** (** where client permission has been given)	<ul style="list-style-type: none"> • Develop a supportive and professional relationship with the family/whanau of clients • Be cognisant and understanding of family/whanau concerns and issues. • Discern the difference between the needs of family/whanau and clients. • Maintain communication with family/whanau. • Identify opportunities for involving family/whanau. 	<ul style="list-style-type: none"> • Family/whanau is included in decision making and involved in supporting their family member whenever possible. • Increased Family/whanau involvement

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CMH Support Worker - Person Specifications

<p>Skills and Abilities</p> <p>Communication</p> <p>Supervision</p> <p>Teamwork</p> <p>Networking/Relationships</p> <p>Administration</p>	<ul style="list-style-type: none"> - Has excellent communication skills; written and verbal. Can communicate with people in a way that gains their trust and engagement. Can communicate professionally within the team, with colleagues in other areas of TWM, community agencies, and other health professionals. - Committed to receiving supervision as part of their professional development and best practice. - Understand the value, importance, and challenges of (multidisciplinary) teamwork. - Able to develop and maintain professional relationships within the community at a level appropriate to the role. - Have a good level of IT literacy, can complete required administrative tasks in a timely and professional way. - Good time management.
<p>Aptitudes</p> <p>Professional</p> <p>Strengths/Solution Focus</p> <p>Flexibility</p> <p>Motivated/Passionate</p>	<ul style="list-style-type: none"> - Works in a respectful and professional manner with all clients, members of staff, other professionals and members of the community. - Ability to problem solve through the use of strengths-based solutions to promote an excellent level of service. - Able to work on own initiative, flexible approach to changing priorities, environment and work demands. - Self-motivated and enthusiastic with a passion for mental health work.
<p>Knowledge and Experience</p> <p>Relevant Training and/or experience</p>	<ul style="list-style-type: none"> - Minimum 2 years' experience as a support worker in a mental health setting. - Has an understanding of, or willingness to learn, the implementation of Te Tiriti o Waitangi - Committed to a bi-cultural model of practice

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