

Mental Health Support Worker

Role Overview

Mental Health Support Workers support, care, educate and encourage individuals and groups of people with an intellectual disability in their daily life and community activities.

High-Level Responsibilities

- **Participates as a member of a team to the planning and delivery of active/ therapeutic support to promote the rehabilitation pathway**
 - Implements Service Plans and Individual Plans
 - Contributes in planning and review meetings
 - Communicates to clients in a way they understand
 - Acknowledges clients rights as individuals and treats them with respect
 - Promotes independence through individual client choice
- **Builds effective relationships with family/whanau and advocates**
 - Families/ whanau and advocates express satisfaction through comments and surveys
 - Direct feedback from families/whanau and advocates
- **Actively develops client skills**
 - Clients progressively achieve individual goals
 - Client weekly reviews show actions have been completed
 - Client weekly planners reflect actions related to rehabilitation work
- **Respects all clients cultural identity and needs**
 - Responds to individual clients cultural needs
 - Has an understanding of the Te Whare Tapa Wha Model
- **Maintains a safe standard of living/working environments for clients and staff**
 - All documents and records are completed in a timely manner
 - Health and Safety matters are reported to the Team Leader
 - Documentation and verbal information is detailed and objective
 - Encourages and supports cleanliness in facilities
- Undertakes and completes initial and ongoing training
- **Identifies risk and takes appropriate action**
 - Follows risk management strategies as in the Service Plan
 - Refers to the appropriate policy and procedure
 - Reports immediate risk concerns in the correct format
 - Contributes to discussions related to risk and risk management
- Aware of and follows IDEA Services Service and Operations Manual and ensuring we are regarded as a quality provider of services
- **Willingness to engage in wider service opportunities**
 - Has participated in a project/working partnership
 - With guidance/direction from the reporting manager – create linkages with external providers that enhances the lives of client/s accessing services

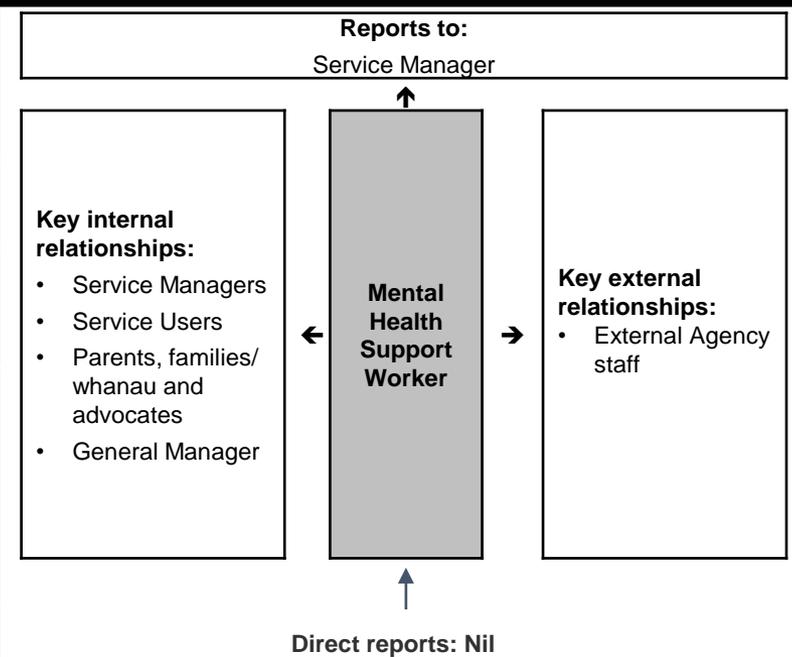
Skills and Experience

- Previous experience of working with individuals with mental health and/or an intellectual disability and high and complex behavioural needs is desirable
- The ability to develop relationships with clients
- Good interpersonal, written and verbal communication skills
- The ability to participate fully within a team and contribute in a meaningful way to achieve outcomes for individuals accessing services
- The ability to empower clients with a commitment to a person-centred approach to planning and delivery

Qualifications

Mental health Certificate, Diploma or similar health service/community qualification is desirable

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Personal Qualities		Values and Philosophy
Competency	Behaviour	
Written and Verbal Communication	<ul style="list-style-type: none"> Able to communicate clearly and succinctly in a variety of communication settings and styles, and to a variety of audiences. Can get messages across that have the desired effect. Presents the message clearly / concisely and without ambiguity. Considers visual presentation and layout with written communication. 	<ul style="list-style-type: none"> An unequivocal commitment to respecting the rights of people with an intellectual disability. A commitment to protecting and enhancing the reputation of IHC by behaving in a professional manner and continually working to improve the service provided. A willingness to develop, coach and support staff to ensure their skill/knowledge base continues to grow. A commitment to achieving best practice outcome.
Priority Setting	<ul style="list-style-type: none"> Spends time on what is important. Can quickly sense what will help or hinder in accomplishing a goal. Eliminates roadblocks and creates focus. 	
Working Autonomously	<ul style="list-style-type: none"> In most situations is able to perform to expected standards with little support / guidance. An independent, self starter. Anticipates work to be done without having to be told. The work identified is the right work and is completed in the correct way. Resilience when faced with obstacles. 	
Quality Decisions	<ul style="list-style-type: none"> Makes good decisions based upon a mixture of analysis, wisdom, experience and judgement. Sought out by others for advice and solutions. 	<p>Key relationships</p>  <pre> graph TD SM[Service Manager] -- Reports to --> MHSW[Mental Health Support Worker] MHSW -- Direct reports --> Nil[Direct reports: Nil] subgraph Internal [Key internal relationships] SM2[Service Managers] SU[Service Users] PFA[Parents, families/whanau and advocates] GM[General Manager] end subgraph External [Key external relationships] EAS[External Agency staff] end MHSW <--> Internal MHSW <--> External </pre>
Approachability	<ul style="list-style-type: none"> Is easy to approach and talk to. Builds rapport well and is a good listener. Ability to work collaboratively and to a common purpose. Open-minded and receptive to other ideas. 	
Problem Solving	<ul style="list-style-type: none"> Uses common sense, logic and analysis to identify the core issue causing the problem. Probes all possible sources to identify a solution, looking beyond the obvious and not stopping at the first possible solution. Uses all information gathered to identify the best solution to solve the problem, consulting with others as required but owning the problem until resolved. 	
Quality of Work Output	<ul style="list-style-type: none"> Delivers quality work to the highest (or better) standard expected. Work produced is almost error free with little need for work to be re-done. 	

OUR MISSION

IHC and IDEA Services will advocate for the rights, welfare and inclusion of all people with intellectual disabilities and support them to live satisfying lives in the community.

Empowering People

We seek to **empower the people we support** and the people we work with. We are proud to have established a culture of support, learning and opportunity.

Change Ready

We aim to be the leaders in our area of work in New Zealand. **We aim to be innovative, responsive and early adopters** of new ways of working so that we can be the best possible organisation for people.

Community Impact

Working at IDEA Services means **making a positive impact in the community** every day. The work that we do makes a difference to lives of individuals and families across the whole of New Zealand.



Sector Influence

The IHC Group is one of New Zealand's largest not-for-profits. We have the **ability and size to make real difference through policy influence** and drawing on our resources.

Culture of Celebration

At IDEA Services **we encourage celebrating our people**. Our leaders are committed to taking the time to celebrate our combined success in our daily activities. **We want people to be proud** to be a part of our organisation and the role that they play.

Quality

We will provide the **best possible experience** that is consistent in quality across the country and strives for excellence.

IDEA Services provides disability services to more than 4,000 people. IHC runs a series of community programmes funded by donations. Choices NZ provides coaching, learning and community connections. Accessible Properties manages more than 2,700 properties providing homes and tenancy services to people with disabilities, older people and those on low incomes.

IDEA Services is a service provider of the IHC Group.