

Job Title: Mental Health Support Worker - Telehealth

- Full time or Part-time options
- Salary: \$30.46AUD Per Hour
- Location: Sydney, CBD, NSW & Melbourne, Carlton, VIC
- Contract: Fixed-Term Contract until 30th June 2024 – potential extension
- Hours: Full time – Monday – Friday, 10:00am – 18:00pm or 12:00pm – 20:00pm
- Hours: Part-time – Minimum of 24 hours a week across 3 days – 10:00am – 14:00pm or 16:00pm – 20:00pm
- Flexible working – hybrid ways of working with a minimum 2 days per week in the office for Full Time and 1 day per week for Part Time

SANE Australia

SANE works to make a real difference for the five million people affected by complex mental health issues nationally. Australians affected by complex mental health issues, experience major barriers in accessing quality, affordable support, and face high levels of stigma and discrimination. SANE is committed to changing this through its digital and phone counselling, peer support services, arts programming and services, and advocacy and research programs.

Day-Day Duties:

SANE'S Mental Health Support Workers build hope and supportive relationships with people living with complex mental health issues. They create empathetic relationships that focus on empowerment, self-determination, and person-led recovery. At SANE, Mental Health Support Workers deliver safe and high-quality support across a variety of platforms utilising a person-centred approach and a trauma informed framework.

- Work on both a Guided Service Programme and proportionally on a Drop In Service to meet participants needs
- Deliver high quality, mental health focused support to SANE Participants to welcome them into our programs and provide person-centred support
- Support people living with mental health concerns to build empowerment
- Work in regular contact with Counsellors and Peer Support Workers to provide best quality standards and service to all service users and stakeholders
- Hold responsibility for outbound calls to all participants introducing SANE and the service we can provide
- Deliver a detailed handover of each participant to either the Counsellor or Peer Support worker, in order to maintain SANE standards
- Apply principles of recovery-orientated practice, person centred care and trauma informed practise
- Build rapports with all Participants to assist in their recovery journey

Experience/Qualifications:

- 1-2 years' experience or exposure in Mental Health or other disability roles.
- Certificate or Diploma in Mental Health, Community Work, Welfare or currently working towards a higher relevant qualification e.g. a relevant University Bachelors Degree
- Experience working in telephone based or online environments, in particular tele-web service delivery in mental health services.
- Have had previous exposure working or volunteering with people living with complex mental concerns, friends/family and carers, (including people living with a mental health issue and an intellectual disability, and Autistic people who have mental health issues).
- Understanding of mental health support principles and values, and how they are applied in practice to approve the mental health outcomes for people living with complex mental health concerns.

All applications can be directed to hr@sane.org and Cc in Jess.hill@sane.org and Siobhan.ogorman@sane.org

Please note: all SANE Employees are required to complete safeguarding checks including a National Police Check and Working with Children's Check.

SANE is an equal opportunity employer and prides itself on our diverse and inclusive workforce. We are committed to providing a safe, culturally appropriate, inclusive environment for all people, regardless of their ethnicity, faith, disability, sexuality, or gender identity.

SANE Australia considers that being Aboriginal or a Torres Strait Islander is a genuine occupational requirement for this position under s 42 of the Discrimination Act 1991 (ACT)/ s 14 of the Anti-Discrimination Act 1977 (NSW)/ sub-s 26(3) or s 28 of the Equal Opportunity Act 2010 (Vic)/s.

We offer an additional 5th week of wellbeing leave on top of the 4 weeks annual plus 5 days paid Aboriginal cultural leave for NAIDOC, cultural / sorry day etc.

Please reach out if you require reasonable adjustments throughout the recruitment and selection process.

No Agencies Please, we've got this one :)