



Community Mental Health Service (CMHS)

Youth Support Worker

JOB DESCRIPTION

Responsible to: CMHS Manager
Broad Objective: To provide recovery and strengths focused support to young people with mental health issues who are clients of the Child and Adolescent Mental Health Service

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 and biculturalism. Liaise with mana-whenua as appropriate. Support local marae activities as requested. 	<ul style="list-style-type: none"> Culturally safe service delivery. Improved bi-cultural practice. Participation in Whanau-Ora interventions as required.
	To communicate with other health professionals and community agencies as appropriate.	<ul style="list-style-type: none"> Liaise with CAMHS case manager, develop NM CAMHS interface with TWM. Work collaboratively with other clinicians including YPH Youth Clinician. Participate in the CMHS MDT and daily activities. Liaise with GB schools. Liaise with GP's and Golden Bay Community Health staff as appropriate. Liaise with Golden Bay Community Workers. Liaise with other community services as required, i.e. Police / WINZ / GB Work Centre Trust / GB Youth Hub / MSS / HNZ NM CAMHS 	<ul style="list-style-type: none"> That relevant information is appropriately shared to client well-being. Collaborative working relationships with other agencies are developed within the 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.

Te Whare Mahana Trust	Community Mental Health Service	Title	CMH Youth Support Worker	C-JDYSW
Date	05/10/2022	Review Date	As Required	Page 1 of 4
Prepared by	Campbell Tonks	Authorised By	GM	
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Key Accountabilities	Objectives	Task	Outcome
Clients	To develop a purposeful, respectful and reciprocal relationship with clients and their significant others.	<ul style="list-style-type: none"> • Demonstrate empathy towards individuals and whanau who are disadvantaged through their experience of mental distress • To provide ongoing support to clients, whanau, and support networks. • To lead, motivate, and encourage. • To provide information and advocacy. 	<ul style="list-style-type: none"> • Clients have a trusting, working relationship with their Support Worker. • Reduce stigma. • Clients receive their entitlements and are aware of their rights. • Clients can identify and access resources within their community.
	To assist individuals to achieve their goals and realise their potential.	<ul style="list-style-type: none"> • To assist clients to identify their strengths and goals in line with their CAMHS plan of intervention. • Develop knowledge of local and regional resources that will provide support to clients of the service. • To assist clients to develop a recovery/safety plan. • To assist clients with tasks that will lead to goal achievement. 	<ul style="list-style-type: none"> • Client's complete tasks and reach their goals. • Clients can identify resources in the community and know how to access these. • Clients have a regularly reviewed Recovery Plan.
	To assist individuals to build confidence in using local community resources.	<ul style="list-style-type: none"> • Assist clients to access community resources as appropriate • Where appropriate liaise with government organisations (OT, WINZ, etc.) on the client's behalf. 	<ul style="list-style-type: none"> • Individuals can access and feel part of the community of their choice.
Family/Whanau	To work inclusively with family/whanau	<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 those 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 in achieving their goals whenever possible. • Increased Family/whanau involvement
Youth Support Worker Role	To provide support to young people with mental health issues in their home or other appropriate setting.	<ul style="list-style-type: none"> • Focus will be towards youth in Golden Bay, however, flexibility some required to support adults, particularly parents of youth in collaboration with the MDT. • Participate in interagency liaison and community agency meetings. • Participate in Whanau-Ora interventions as required. 	<ul style="list-style-type: none"> • Support youth in Golden Bay. • Liaise and support other youth agencies.

Key Accountabilities	Objectives	Task	Outcome
Clinical Role	Provide clinically safe support and services to clients	<ul style="list-style-type: none"> • All visits will be pre-arranged, by agreement. There will be some flexibility to allow for unexpected needs. There will be an expectation to participate on on-call roster as reasonably required. • Establish and maintain regular contact with clients, families/whanau, and their supports. • Work with CAMHS case manager to identify needs, risks and goals. Assist with development and implementation of an individual plan for your client. • Complete OT notifications as appropriate. • Liaise with other agencies as appropriate, i.e. community workers and schools. • Guide and support the development of personal and social skills. • Give support so clients can access recreational and community activities, health education, vocational and welfare services as required. • Keep accurate clinical records. • Escalate clinical issues and liaise with the wider CMHS MDT as required. • Report to the CMHS Clinical Manager and assist in the development of services appropriate to children and young people. 	<ul style="list-style-type: none"> • Youth clients and whanau are supported to access safe and supportive mental health services. • Communication and liaison with CMHS staff and other agencies, supports clients and whanau to access appropriate care.

Person Specifications

Knowledge and Experience	
Relevant Training and/or experience	<ul style="list-style-type: none"> - Ideally has National Certificate in Mental Health Support Work or similar relevant qualification. Is prepared to achieve a suitable qualification where excellent experience has compelled the appointment. - Has significant experience in working with youth. - Has a working knowledge of child protection legislation requirements. - Passes police checks for working with children. - Committed to a bi-cultural model of practice and has an understanding of Te Tiriti o Waitangi - Commitment to developing professional skills and knowledge base.
Skills and Abilities	
Communication	<ul style="list-style-type: none"> - Has excellent communication skills; written and verbal. Can communicate with youth 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
Supervision	<ul style="list-style-type: none"> - Committed to receiving supervision as part of their professional development and best practice.
Teamwork	<ul style="list-style-type: none"> - Understand the value, importance, and challenges of (multidisciplinary) teamwork. - Ability to develop and implement a CMHS model of care, utilising a bio-psychosocial, developmental, and family oriented framework. - Work in partnership with CMHS case managers to triage and screen referrals - Conduct assessments alone and in collaboration with CMHS case managers, and external practitioners.
Networking/Relationships	<ul style="list-style-type: none"> - Able to develop and maintain professional relationships within the community at a level appropriate to the role.
Administration	<ul style="list-style-type: none"> - Have a basic level of IT literacy, able to complete required administrative tasks in a timely and professional way - Maintains a current driver's licence.
Aptitudes	
Professional	<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.
Strengths/Solution Focus	<ul style="list-style-type: none"> - Ability to problem solve through the use of strength- based solutions to promote an excellent level of service.
Flexibility	<ul style="list-style-type: none"> - Able to work on own initiative, flexible approach to changing priorities, environment and work demands.
Motivated/Passionate	<ul style="list-style-type: none"> - Self-motivated and enthusiastic with a passion for mental health work.