

Position Description

Position Title	Psychosocial Support Worker
Position Number	30007322
Division	Clinical Operations
Department	ECAT Triage PARC
Enterprise Agreement	Victorian Public Mental Health Services Enterprise Agreement 2024-2028
Classification Description	Welfare Worker C2 Y1 – Y4
Classification Code	YA8 - YA11
Reports to	Manager of ETP
Management Level	Non Management
Staff Capability Statement	Please click here for a link to staff capabilities statement
Mandatory Requirements	• National Police Record Check • Working with Children Check • Drivers Licence • Immunisation Requirements

Bendigo Health

Bendigo Health is a leading regional health service, learn more about us by visiting our website: [Bendigo Health Website - About Bendigo Health](#)

As an organisation we are committed to delivering safe, inclusive and high-quality care to our diverse communities across the Loddon Mallee Region. We value and respect the unique backgrounds, cultures and experiences of the people we serve and those who work with us.

We are a proud child safe organisation, dedicated to the safety, wellbeing and voice of all children and young people. We are committed to creating a culturally safe and welcoming environment where Aboriginal and Torres Strait Islander peoples—adults, children and families—are respected, supported and empowered to express and celebrate their culture.

Our Vision

To be a trusted regional healthcare service recognised for delivering exceptional care, being a great place to work, and being deeply connected to our community.

Our Values

PASSIONATE – We are passionate about doing our best – for our patients, our colleagues and our community.

ACCOUNTABLE – We take ownership of our actions and outcomes, always striving for integrity and improvement.

CARING – We care deeply for our community – and our community cares for us. Compassion is at the heart of everything we do.

TRUSTWORTHY - We are open, honest and respectful in all that we do – earning the trust placed in us every day.

The Position

The HOPE (Hospital Outreach Post-Suicide Engagement) Program provides up to three months support for people post suicide attempt or experiencing serious suicidal ideation. Referrals for the program are made by internal Bendigo Health teams including, but not limited to the Emergency Department, Adult inpatient Unit, Short Term Treatment Team and PARC. The aim of HOPE is to provide proactive, assertive, tailored and evidence based clinical, peer and psychosocial outreach support for a period of up to three months. The program will also provide support to the person's carers and families to identify and build the protective factors that help to reduce the risk of suicide and suicide attempts.

Bendigo Health is committed to providing services which are recovery focused, promoting self-determination and collaboration with consumers, families and carers. Aligned with the Short-Term Treatment Team and as a member of the HOPE multidisciplinary team you will promote consumer wellbeing by promoting the consumer's connectedness to their community and supports. Under the guidance of HOPE coordinator and the senior clinician and in collaboration with the multidisciplinary team, you will assist consumers to navigate services, offer linkage and referral, provide practical support when required, offer support to carers and family, and work collaboratively with the treating team to engage patients, and develop and assist with support and safety planning.

Responsibilities and Accountabilities

Key Responsibilities

As a member of the treating team the psychosocial support worker will establish supportive and respectful relationships with people using the mental health service. and support them with their recovery goals.

- Provide practical assistance to support patients to attend appointments/meetings/activities that form part of their support plan including promoting linkages to community service providers.
- Assist with developing and implement support plans and suicide safety plans in collaboration with patients and their families/ carers and supporters.
- Contribute to multi-disciplinary team care processes.
- Support patient's to better manage their distress using brief supportive intervention strategies.
- Contribute to student and staff orientation on the psychosocial support role.
- Participate in team, organisational and clinical meetings.
- Participate in staff development and training as required.
- Ensure documentation in medical records and maintain accurate records and statistics.
- Contribute as relevant in committees, working parties, focus groups and specific portfolios, and other organisation responsibilities.
- Identify and participate in Quality Assurance activities as part of the continual improvement process and accreditation requirements.

Key Selection Criteria

Essential

1. Minimum Diploma of Community Services or Diploma Mental Health or equivalent qualifications.
2. At least two years' experience working in a role providing support to people with complex needs preferably including working with individuals who have been experiencing significant psychological distress, thoughts of suicide and mental health issues.
3. Understanding of the Mental Health Service system and principles of Recovery-Oriented Practice.
4. Demonstrated commitment to care of patients and their families/carers in the least restrictive and intrusive manner, respecting rights, privacy and dignity.
5. Demonstrated experience and values that enhance working as part of a multidisciplinary team and ability to work collaboratively and effectively with multiple key stakeholders (including consumers, people from diverse backgrounds, carers, family members, community agencies and a broad range of health professionals).
6. High level interpersonal and communication skills, including problem solving ability and negotiation skills.
7. Information technology skills and computer literacy to and a familiarity with a range of computer software programs relevant for the role.

Generic Responsibilities

All Bendigo Health staff are required to:

- Adhere to the **Victorian Government's Code of Conduct**
- Uphold **Occupational Health and Safety** responsibilities, including self-care, safeguarding others, and participating in safety initiatives and reporting.
- Comply with all **Bendigo Health policies and procedures**, including those related to clinical, managerial, and standard work practices.
- Follow **Infection Control** procedures to prevent cross-contamination and ensure the health and safety of all.
- Maintain **strict confidentiality** regarding all organisational, patient, and staff information.
- Engage in **continuous quality improvement** activities aligned with the National Safety and Quality Health Service Standards (NSQHSS).
- Recognise and respect **diversity**, fostering inclusive practices in the workplace and service delivery.
- Support research activities in alignment with the National Clinical Trials Governance Framework to ensure high-quality, safe, and ethical clinical trials and research practices across Bendigo Health
- Staff must carry out all lawful and reasonable directions and comply with relevant professional standards and ethical codes.
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Bendigo Health.
- Maintain ability to perform the inherent requirements of this role. Inherent requirements are the essential tasks necessary to perform this role, including reasonable adjustments. Bendigo Health is committed to a safe workplace that supports all employees. The role may require specific physical

and cognitive abilities, which can be discussed with the manager during recruitment or at any time. We understand that personal circumstances can change and impact your ability to meet these requirements; additional policies are available to guide you through this process. Please request the relevant procedures for more information.

All Bendigo Health sites, workplaces and vehicles are smoke free.

This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at Bendigo Health's discretion and activities may be added, removed or amended at any time.