

Position title	Mental Health Crisis Response Worker
Position number	P2243
Employment status	Full-Time - 24 Months Fixed Term
Department	Health and Wellbeing
Location	Rumbalara Road, Mooroopna
Position reports to	Manager
Award	Health Professionals & Support Services Award 2020 or Nurses Award 2020 (depending on qualifications)
Classification	Dependant on applicable award

ABOUT THE ORGANISATION

Rumbalara Aboriginal Cooperative (RAC) is recognised as a leader among Aboriginal community-controlled organisations, maintaining a high profile in the public and private sectors across research, consultancy, policy development, and partnerships. RAC operates in a culturally appropriate, sensitive, community-controlled environment that maintains a holistic approach to service provision and emphasises the importance of family and community.

RAC has been a resource, service provider and enabler of the Aboriginal and Torres Strait Islander communities of the Greater Shepparton region since 1980. RAC is a cooperative working to provide a range of supports and services including:

- Health and Wellbeing
- Positive Ageing and Disability Services
- Justice and Community Services
- Asset and Infrastructure Services / Housing
- Engagement & Family Services
- Corporate Services

RAC has an annual budget of \$35+ million and a workforce of approximately 300+ people. RAC is a significant employer and economic contributor to the region and plays a high-profile leadership role as one of the larger Aboriginal organisations in Australia. RAC is committed to ensuring the Aboriginal people in the Goulburn Valley have certainty of access to community-controlled services.



ROLE PURPOSE
<p>The Mental Health Crisis Response Worker will provide timely, compassionate, and effective crisis intervention to individuals experiencing acute mental health distress, including cases related to alcohol and other drug use. This role involves conducting assessments, delivering immediate support, developing and implementing safety plans, and facilitating referrals to appropriate long-term treatment and support services.</p>
KEY SELECTION CRITERIA
<p>Qualifications and Registrations:</p> <p>Appointment to this position requires proof of qualification and registration or membership with the appropriate registration authority or association. Certified copies of the required information must be provided to the appropriate Manager, prior to the commencement of clinical duties.</p> <ul style="list-style-type: none"> The successful applicant must hold at least a tertiary degree or diploma in one of the following: <ul style="list-style-type: none"> Psychology and current registration or be eligible for registration with the Australian Health Practitioner Regulation Agency (AHPRA) as a psychologist. Social Work providing eligibility and/or current membership with the Australian Association of Social Workers (required). Other qualifications may be considered, Mental Health, Nursing, or a related field. Relevant certifications in Mental Health and Alcohol & Other Drugs (AOD) support (such as Alcohol & Other Drugs (AOD) training, First Aid, or Crisis Intervention certifications) are highly desirable. <p>Knowledge and skills:</p> <ul style="list-style-type: none"> Strong interpersonal and communication skills. Ability to work effectively under pressure in fast-paced, emotionally charged environments. Ability to use de-escalation techniques and maintain professional boundaries in crisis situations. Knowledge of mental health and alcohol & other drugs treatment models, harm reduction strategies, and community resources. Strong organisational and case management skills. Empathy, compassion, and a non-judgmental approach to clients. Proven ability to assess and manage individuals in crisis, including those with complex needs.
KEY RESPONSIBILITIES
<p>1. Technical Capabilities</p> <ul style="list-style-type: none"> Provide immediate support and intervention for individuals experiencing a mental health and or dual diagnosis crisis. Conduct comprehensive assessments of individuals in crisis, identifying immediate needs, risks, and treatment options. Develop and implement personalised safety plans to manage risk, including referring individuals to emergency services when necessary. Offer emotional support, active listening, and practical assistance to individuals in distress. Work closely with a multidisciplinary team, including Mental Health Professionals, Medical Staff, Law Enforcement, and Social Workers, to ensure a coordinated and effective response. Facilitate referrals to appropriate mental health and alcohol & other drugs treatment programs and services.



- Assist in navigating individuals through the healthcare system, connecting them with relevant resources and supports.
- Provide case management services to ensure continuity of care following the crisis intervention.
- Monitor and follow up with individuals to assess their progress and ongoing needs.
- Maintain accurate and detailed records of interactions with clients, following all privacy and confidentiality protocols.
- Promote mental health and substance use awareness within the community.
- Educate individuals and their families on mental health and/or alcohol & other drugs issues, treatment options, and harm reduction strategies.
- Advocate for clients, ensuring they receive the necessary support and services.
- Use effective de-escalation techniques to manage high-stress situations.
- Ensure the safety of individuals in crisis and others in the immediate area.
- Perform all other reasonable duties as directed, within the scope of your skills, competence, and training by your managers or any other relevant Rumbalara personnel as appropriate.
- Maintain accurate and timely documentation of client interactions, assessments, and treatment plans.
- Complete required reports and communicate with stakeholders according to organisational policies.
- Other appropriate and reasonable duties as directed by the Manager and/or Executive Manager.

2. Behavioural Capabilities

- Act at all times to protect the right of the clients, including culture, confidentiality, privacy, individual choice and decision-making.
- Demonstrate commitment to the Co-operative's values and behaviours - serve the community, work together, act with integrity and respect other people (a copy of this is available to view).
- Provide support and proactively engage with the clients and broader community.
- Establish and maintain relationships with clients, community and Rumbalara staff and team members.

3. Administrative Capabilities

- Attend staff meetings.
- Submit accurate timesheets and claim forms (if applicable) in a timely manner.
- Participate in service training programs as organised by Rumbalara and / or any other training to upgrade skills.
- Ensure that all statistical data / record-keeping and other documentation are completed and forwarded on time.
- Follow correct policy and procedure directions at all times.
- Contribute to and support the organisation's systems and processes for managing safety, quality and risk; observe and report hazardous situations or behaviours.



EMPLOYMENT CONDITIONS

- Have a current National Police Check.
- Hold Valid Driver's License, without restriction.
- AHPRA Registration.
- Medical Indemnity Insurance.
- Hold current Employee Working with Children's Check.
- Covid Vaccination Certificate in accordance with the government guidelines.
- All staff are required to sign a confidentially agreement on appointment to the organisation.
- Probationary / qualifying periods apply to all positions.
- All staff are required to adhere to the Code of Conduct of the Co-operative (available to view).
- All staff are required to follow the policies and procedures to the department and the Co-operative (manuals are available to view).
- A commitment to equal opportunity and Occupational Health and Safety principles and practices is required.
- Salary packaging is available to permanent part time and full-time staff.
- Tenure of positions at RAC will be tied to existing contracted funding arrangements.