

Position Description- Multicultural Mental Health Recovery & Wellbeing Worker

Title: Multicultural Mental Health Recovery & Wellbeing Worker
– Culture in Mind West Moreton and Darling Downs Regions

Hours: Full time or part time

Reports to: Team leader – Culture in Mind West Moreton & Darling Downs Regions

Award: Health professionals and support services award 2020

HP Level 2 and 3 - \$36.26.33 - \$48.14 per hour dependent on skills and experience

Plus 11.5% superannuation

Generous salary sacrifice packaging available.

Organisational Background

With a vision to build health equity and a mission to deliver, model and influence health and wellness services to create an inclusive and just health system, World Wellness Group (WWG) is a leading health social enterprise based in Woolloongabba, Brisbane. WWG operates the World Wellness Health & Medical Clinic focused on equitable healthcare for clients from culturally and linguistically diverse backgrounds. The service specialises in supporting those made vulnerable and marginalised by the health system including migrants, refugees and people seeking asylum.

As a social enterprise, or a business with a social mission, WWG works to improve health equity for all clients, regardless of culture, language or financial capacity, and to assist the most disadvantaged members in our community. WWG is a registered health promotion charity, and all profits are used to fund health services for clients or innovative health programs that are not available elsewhere.

WWG Values and Principles

All WWG staff work within the WWG code of conduct and ensure all clients and colleagues are treated with dignity and respect, cultural safety and human rights principles and standards. WWG has developed a multicultural lived experience framework and encourages staff to keep lived experience at the forefront of their practice.

Mental Health and Wellbeing Services

Mental health and wellbeing services are at the core of WWG's primary health care service. WWG delivers a range of services and programs across the spectrum of mental health from low intensity, mild to moderate psychological therapies and psychosocial support for those with complex mental health issues. This position is integral to how WWG delivers quality, culturally responsive mental health care and provides a unique opportunity to be at the forefront of the development of multicultural community based primary mental health and wellbeing services in Australia.

Culture in Mind (CiM)

CiM provides culture based psychosocial support to people with complex mental health issues. It is one of WWG's flagship services that has been in operation since 2014. Expanding now to the West Moreton and Darling Downs Regions, WWG is establishing teams to cover the Goodna-Ipswich and surrounds area and a team to be based in Toowoomba.

CiM is funded by Queensland Health and integrated within WWG's Mental Health and Wellbeing Services which provide wraparound culture-based care and support to adults from culturally and linguistically diverse backgrounds with complex mental health issues. Via a team of recovery and wellbeing workers and multicultural peer support workers, these programs support clients and carers with complex needs in the community with psycho-social supports and strengths-based approaches to wellness, recovery, social inclusion, and participation via face to face and telephone supports.

Position Objective

To work as part of a team offering recovery oriented psychosocial support to people from multicultural backgrounds in a face to face, outreach model. This role requires an ability to make nonclinical mental health assessment using psychosocial assessment tools, develop clear recovery goals and implement culturally responsive interventions to support people living with complex and severe mental health challenges. This is a highly collaborative role in a team environment.

KNOWLEDGE, SKILLS, AND CAPABILITIES

a. Essential

- Minimum Certificate IV mental health qualification with preference for tertiary qualification in allied health, counselling, social work, psychology, occupational therapy or behavioural sciences (relevant overseas qualifications will be considered)

- Demonstrated skills and experience working with people from multicultural backgrounds psycho-social supports settings such as human services/mental health settings.
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- Current Blue Card and Police Check or willingness and ability to acquire.
- Open Qld driver's license.

b. Desirable

- Experience working in a cross-cultural and inter-disciplinary team setting.
- Language(s) other than English.

c. Skill requirement

Multicultural Mental Health Expertise: In-depth knowledge of mental health issues in multicultural populations, including conducting psychosocial assessments, developing recovery plans, and applying interventions to improve daily living.

Supportive Engagement: Experience in identifying and addressing client needs in a cross-cultural context.

Cultural Humility: Ability to apply reflective practices for culturally responsive care.

Client Advocacy: Understanding of advocacy and strengths-based frameworks within a social justice context.

Community Resources: Knowledge of services and resources for multicultural populations.

Interdisciplinary Collaboration: Ability to work within interdisciplinary teams, articulate case reviews, and engage in shared decision-making.

Care Coordination: Effective, clear and concise communication to facilitate care coordination across services.

Trauma-Informed and Anti-Racist Approaches: Skilled in supporting trauma-informed and anti-racist, non-discriminatory service delivery.

Organisational Skills: Strong time and self-management skills for independent and collaborative work; including strong technology related skills across software platforms.

Communication Skills: Proficient in cross-cultural communication, client management systems, and timely documentation.

Interpersonal Skills: Effective communication, negotiation, problem-solving, and conflict resolution in a diverse environment.

Resilience: High resilience to work in environments with risk scenarios, including domestic violence and significant social disadvantage.

KEY RESPONSIBILITIES

The position delivers individual recovery support, and some limited group supports. The position provides comprehensive psycho-social assessments taking into account clients' physical, psychological and social/cultural needs using evidence-based tools to develop and implement recovery plans. This role involves timely documentation and administrative management of a caseload of clients.

We are looking for staff who are skilled at:

1. Using digital client management systems to manage individual caseloads and coordinate group work.
2. Conducting culturally informed psychosocial assessments to inform recovery planning.
3. Developing comprehensive, client-centred recovery-oriented care plans.
4. Engaging clients through therapeutic interventions, considering social determinants of mental health.
5. Collaborating and sharing information verbally and via client management systems in a fast-paced environment.
6. Building rapport with clients, families, carers, communities, and stakeholders.
7. Working effectively with interpreters and Multicultural Peer Support Workers.
8. Understanding health and social care systems in Queensland for advocacy and culturally-responsive referrals.
9. Referring clients to specialised clinical mental health supports and enhancing mainstream services' cultural responsiveness.
10. Providing recovery-oriented supports in a culturally responsive framework, understanding acculturation, trauma, and societal stressors.
11. Delivering recovery interventions for complex to severe mental health challenges.
12. Participating in interdisciplinary team processes for mental health support needs, including data collection and discharge planning.
13. Contributing to service improvements and evaluations.
14. Demonstrating high skill levels with digital technologies, including Microsoft 365 and client databases.

15. Scheduling and prioritising work flexibly to meet competing priorities and deadlines.
16. Managing time independently to respond to emergent issues and prioritise actions.
17. Performing other relevant duties as directed by the Leadership Team.

Human Resources

- Contribute to building a culture of engagement and respect.
- Value cultural diversity and other individual differences in the workforce
- Ensure team members are treated in a fair and equitable manner.
- Comply with all EEO obligations and responsibilities.
- Build capacity and skills in the multicultural peer support workforce.
- Empower team members and recognise and reward their contributions.
- Contribute to collaborative team issues and resolve grievances.

Operational functions

- Participate in any organisational technology changes.
- Participate in continuous improvement of workflow processes and procedures.

General Responsibilities of All Staff

- Comply with the World Wellness Group's Code of Conduct, as well as any Code of Conduct of your professional association.
- Comply with confidentiality requirements of World Wellness Group, as well as the Privacy Act 1988 (Cth) regarding client information, taking particular care that the information of clients may be highly sensitive in nature.
- Comply with ethical and legal requirements of both the Commonwealth and Queensland equal opportunity and anti-discrimination laws including the Human Rights Act 2019, Anti-Discrimination Act 1991 (QLD), Sex Discrimination Act 1984 (Cth), Racial Discrimination Act 1975 (Cth), Disability Discrimination Act 1992 (Cth) and Age Discrimination Act 2004 (Cth) by treating staff and clients with respect and without bullying and/or harassment.
- Deliver effective use of World Wellness Group's resources within level of responsibility of your position.

Occupational Health and Safety

- Maintain a safe and supportive working environment to protect others (staff, volunteers, clients) at risk of harm or injury.
- Exercise judgement about the behaviour of clients to ensure they do not put themselves or others (staff or other clients) at risk of harm or injury.

Documents Required



Appointment to this position requires a Blue Card and willingness to undergo a police clearance check

How to apply

Please submit a cover letter outlining how you meet the key capabilities and skills requirements and a copy of your CV via the online recruitment portal or via email to jobs@worldwellnessgroup.org.au



Applicant acknowledgement:

I have read and understood the position description and personal requirements/capabilities that are attached to this position. I declare that I am capable and willing to meet the requirements as indicated and acknowledge the requirements to maintain such capabilities whilst performing in this position.

Name: _____

Signed: _____

Date: ____ / ____ /2025