



MHF Professional Development and Performance Management Framework

Professional Development

MHF is keen to support you to build your skills in a manner that meets your needs. We understand not everyone has the desire or capacity to actively undertake training so we have created a two tiered framework to meet you where you are in your career.

Tier 1: Undertaking the roles and responsibilities set out in your Position Description

Tier 2: MHF Career Pathway Plan

Performance Assessment

Your performance will only be considered against Tier 1, the expectations set out in your Position Description. Continuing to meet the requirements in the Position Description will ensure you continue to receive the annual CPI increase in the award and we will communicate with you at the time to confirm your new pay rates.

If the requirements set out in the position description are not being met, MHF will reach out to you to create a plan to get things back on track.

Tier 2, the Career Pathway Plan is encouraged, but it will not be used to assess your performance. The Career Pathway Plan is a voluntary program you can engage in as a way to build your skills and experience and receive pay increases along the way.



Lifestyle Support Worker - Position Description

Position Title: Lifestyle Support Worker

Reporting Lines: Program Leads; Business Development Manager; Finance Manager: Corporate Services Manager

Key Relationships: Frontline Staff; Corporate Services Manager; Business Development Manager: Administration Support

Objectives of this Position

This role will provide frontline support to NDIS Participants and other people who require support with their day to day mental health in a friendly and person centred manner.

Qualifications and Skills

Essential Criteria

- Nil

Desirable Criteria

- Certificate IV in Mental Health or similar
- Experience providing front line support in aged care, disability or mental health sectors
- Understanding of alcohol and other drug interactions and behaviours
- Experience managing challenging behaviours
- Knowledge of suicide assessment process and appropriate intervention strategies
- Experience in managing aggressive communication
- Literacy with information and communication technology systems
- Current Australian Drivers Licence and your own roadworthy vehicle with comprehensive insurance
- Highly developed written, verbal, interpersonal and service collaboration skills
- Experience working with NDIS participants, NDIS service providers and using the NDIS portal
- First Aid, including CPR and Mental Health First Aid

Main Responsibilities

- This role may see you:
- Be considerate of the rights and needs of participants in their homes
- Provide mental health mentoring and supports to people living with mental illness
- Identify and report significant and notable changes in the needs of people living with mental illness and ensure that a record is prepared after each activity or appointment
- Develop supportive and empowering relationships with people living with mental illness, their families and carers
- Facilitate supported decision making
- Promote MHF with all relevant stakeholders in line with MHF's Strategic Plan
- Provide back up support to participants overnight as part of their 24/7 care
- Assist with self-administration of medication; meal preparation; and provide emotional support and encouragement to participants while they attend activities
- Work as a member of the team sharing relevant knowledge and experience

Specialised Responsibilities

- Certain participants may require specialised supports, for example:
 - Medical or clinical issues such as epilepsy
 - Mediation management
 - Behavioural Support Plans
 - Alcohol or other drug dependence
- Support workers will be required to obtain training in such instances before they can provide support to those participants.

Conditions

- All employees of MHF, whether paid or unpaid are required to abide by MHF's Code of Conduct
- All employees of MHF, whether paid or unpaid are required to hold a current ACT Working with Vulnerable People Card with a NDIS Worker Screening check



MHF Lifestyle Support Worker Career Pathway Plan 2025-2026

MHF Lifestyle Support Worker Career Pathway Plan Level 1 Grade 1.1	MHF Lifestyle Support Worker Career Pathway Plan Level 2 Grade 1.2	MHF Lifestyle Support Worker Career Pathway Plan Level 3 Grade 1.3	MHF Lifestyle Support Worker Career Pathway Plan Level 4 Grade 2.1	MHF Lifestyle Support Worker Career Pathway Plan Level 5 Grade 2.2	MHF Lifestyle Support Worker Career Pathway Plan Level 6 Grade 2.3	MHF Lifestyle Support Worker Career Pathway Plan Level 7 Grade 2.4
Permanent - \$26.30 Casual - \$32.88	Permanent - \$27.15 Casual - \$33.94 (3.2% increase over L1)	Permanent - \$28.12 Casual - \$35.15 (3.6% increase over L2)	Permanent - \$34.58 Casual - \$43.23 (23% increase over L3)	Permanent - \$35.67 Casual - \$44.59 (3.1% increase over L4)	Permanent - \$36.75 Casual - \$45.94 (3% increase over L5)	Permanent - \$37.73 Casual - \$47.16 (2.7% increase over L6)
Entry Requirements - Over 18 - Have a WWVP with NDIS Screening - NDIS Worker Orientation Module	Entry Requirements - Completed all Grade L1 requirements	Entry Requirements - Completed all Grade L2 requirements	Entry Requirements - Cert III in relevant field - Completed all L3 requirements	Entry Requirements - Cert IV in relevant field - Completed all L4 requirements	Entry Requirements - Completed all L5 requirements	Entry Requirements - Completed all L6 requirements
Role Expectations Under Supervision - Provide mental health mentoring and supports to people living with mental illness - Identify and report significant and notable changes in the needs of participants and ensure that a record is prepared after each activity - Develop supportive and empowering relationships with people living with mental illness, their families and carers. - Facilitate supported decision making. - Work as a member of the team sharing relevant knowledge and experience.	Role Expectations - Provide mental health mentoring and supports to people living with mental illness - Identify and report significant and notable changes in the needs of participants and ensure that a record is prepared after each activity - Develop supportive and empowering relationships with people living with mental illness, their families and carers. - Facilitate supported decision making. - Work as a member of the team sharing relevant knowledge and experience.	Role Expectations - Provide mental health mentoring and supports to people living with mental illness - Identify and report significant and notable changes in the needs of participants and ensure that a record is prepared after each activity - Develop supportive and empowering relationships with people living with mental illness, their families and carers. - Facilitate supported decision making. - Work as a member of the team sharing relevant knowledge and experience.	Role Expectations As for Level 3 plus: - Promote MHF with all relevant stakeholders in line with MHF's Strategic Plan - Provide back up support to participants overnight as part of their 24/7 care.	Role Expectations As for Level 3 plus: - Promote MHF with all relevant stakeholders in line with MHF's Strategic Plan - Provide back up support to participants overnight as part of their 24/7 care.	Role Expectations As for Level 3 plus: - Promote MHF with all relevant stakeholders in line with MHF's Strategic Plan - Provide back up support to participants overnight as part of their 24/7 care.	Role Expectations As for Level 3 plus: - Promote MHF with all relevant stakeholders in line with MHF's Strategic Plan - Provide back up support to participants overnight as part of their 24/7 care.
Training required to progress to L2 <u>MHF Provided</u> - Hand Hygiene (25m) - Cough Etiquette (15m) - Personal Protective Equipment (PPE) (10m) - Zero Tolerance - Understanding Abuse (2hrs) - Waste Management Policy (15m) - Waste Management Processes (35m) - Infection Prevention and Control (45m)	Training required to progress to L3 <u>MHF Provided</u> - NDS Disability Induction - (12hr) - Effective Record Writing (40m) - Zero Tolerance - Human Rights and You (3hr 40m) - Zero Tolerance - Additional Resources (40m)	Training required to progress to L4 <u>MHF Provided</u> - Person Centred Practice Across Cultures (7hr) - Medication Administration (35m) - Medication Storage and Waste (25m) - Incident Management and Reporting (1.25hr) - Bullying Awareness for Workers (1hr) - Risk Management (1hr) <u>Individual Provided</u> - Cert III in relevant field	Training required to progress to L5 <u>MHF Provided</u> - Dealing with Complaints and Difficult Customers (30m) - Supported Decision Making (2hr 25m) - Professional Boundaries (1hr) - Managing Stress and Building Resilience (40m) <u>Individual Provided</u> - Cert IV in relevant field	Training required to progress L6 <u>MHF Provided</u> - Positive Behaviour Support (1hr 30m) - Understanding Care Plans (10m) - Managing Change and Communication (1hr 20m)	Training required to progress L7 <u>MHF Provided</u> - Emergency and Disaster Management (30m) - First Response Evacuation Instruction (55m) - Leading WH&S in the Disability Sector (3hr 20m) - NDIS Simple Financial Management (30m)	Training required to progress - Support Coordination 101 (20m) - Progression to Grade 3 is not possible for Lifestyle Support Workers
Experience required to progress L2 - 25 hours at L1 - Completed Online Induction Program - Recommendation from a Program Lead	Experience required to progress L3 - 250 hours at L2 - Recommendation from a Program Lead	Experience required to progress to L4 - 250 hours at L3 including - 50 hours at Florey (women only) - Recommendation from a Program Lead	Other requirements to progress to L5 - Recommendation from a Program Lead	Other requirements to progress to L6 - Recommendation from a Program Lead	Other requirements to progress to L7 - Recommendation from your supervisor	Experience required to progress - Progression to Grade 3 is not possible for Lifestyle Support Workers - Promotion to different roles will be available