



MHACA

Mental Health Association of Central Australia

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POSITION: Recovery Worker  
SALARY LEVEL: \$101,783.76 - \$106,393.97 (MHACA EBA/SCHADS Level 5) + 12% super  
POSITION HOURS: 38hrs a week. Fulltime. Fixed term 1 year contract.  
TEAM: NT Aftercare Service  
REPORTING TO: Senior Services Manager  
LOCATION: Alice Springs, onsite at MHACA  
POSITION REVIEWED: December 2025

#### ABOUT MHACA

We are a leading Northern Territory community-managed organisation offering psychosocial support services, NDIS services, suicide prevention training and health promotion initiatives aimed at enhancing the mental health and wellbeing of people living in Central Australia. We specialise in psychosocial recovery and mental health promotion with a strong community presence and reputation.

#### ABOUT THE ROLE

<b>ROLE DESCRIPTION</b>	<ul style="list-style-type: none"><li>• The Recovery Worker provides assertive follow-up care for individuals referred to MHACA after a suicide attempt or crisis. This role requires strong case management, outreach support and knowledge of recovery-oriented and trauma-informed care.</li><li>• The worker will conduct risk assessments, develop support plans, and refer individuals to appropriate services with consent.</li><li>• The worker will engage with stakeholders in the local community to build awareness of referral pathways into the NT Aftercare Service.</li></ul>
<b>TEAM DESCRIPTION</b>	<ul style="list-style-type: none"><li>• The Recovery Worker will work as part of The Northern Territory Aftercare Service Program which provides supports to non-indigenous people over a 3-month period in Alice Springs.</li><li>• The NTAS Program at MHACA will work in collaboration with Culture Care Connect Program, Central Australian Aboriginal Congress (CACC) who provide aftercare supports to indigenous people in the Central Australian community.</li></ul>

#### RESPONSIBILITIES

<b>ROLE RESPONSIBILITIES</b>	<ul style="list-style-type: none"><li>• Provide aftercare services to individuals who have been referred following a suicide attempt or suicidal crisis, who may present with complex and co-occurring needs.</li><li>• Respond to referrals and initiate contact with the person experiencing the crisis in line with organisational processes.</li></ul>
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*Mental Health Matters*

	<ul style="list-style-type: none"> <li>• Work with clients to assess risks, identify ongoing needs, and develop a Support Plan that identifies recovery goals. Provide regular check-ins.</li> <li>• Build and maintain strong referral pathways, including to and from acute care services, primary care services, Alcohol and Other Drug Services, and other mental health and community services.</li> <li>• Liaise with formal and informal supports if identified and permission is given by the client.</li> <li>• Attend relevant stakeholder meetings and provide education and presentations about the NT Aftercare Service as required.</li> <li>• Contribute to resource development for the program addressing suicidal risk, protective factors, and support options.</li> <li>• Undertake reporting on aftercare activities in line with Service Agreement requirements including ensuring appropriate data collection and upload.</li> </ul>
<b>GENERAL RESPONSIBILITIES</b>	<ul style="list-style-type: none"> <li>• Work in accordance with MHACA's strategic direction and uphold our values.</li> <li>• Work directly with and advocate for the interests of MHACA participants, some who have complex histories and behaviours.</li> <li>• Undertake professional development in line with MHACA's Learning and Development Framework.</li> <li>• Represent and promote MHACA in the wider community.</li> <li>• Provide support to MHACA's Day Program if required and there is capacity to do so.</li> <li>• Any other duties which may reasonably be expected in relation to the role.</li> </ul>
<b>WORK, HEALTH &amp; SAFETY QUALITY ASSURANCE</b>	<ul style="list-style-type: none"> <li>• Contribute to MHACA's Quality Committee and Work Health Safety Committee if required.</li> <li>• Work in accordance with the WHS Act, National Standards, Regulations, MHACA Frameworks of Practices, MHACA Policies and Procedures.</li> <li>• Actively participate in the organisation's quality, safety and risk management systems.</li> <li>• Identify and report hazards and risks and engage in organisational WHS activities.</li> <li>• Take reasonable care for your own health and safety and for the health and safety of anyone else who may be affected by your acts and omissions in the workplace.</li> <li>• This role is based in an office environment and requires sitting and standing for extended periods of time. Some manual handling of items under 10kg may be required.</li> </ul>
<b>VALUES &amp; BEHAVIOURS</b>	<ul style="list-style-type: none"> <li>• Conduct all work in line with MHACA values which are:  <b>BELONGING:</b> Connection - Relationships - Community - Collaboration  <b>HOPE:</b> Optimistic - Courage - Goals - Change  <b>RESPECT:</b> Listen - Kindness - Fairness - Inclusive  <b>HONESTY:</b> Trust - Integrity - Transparent – Accountable </li> <li>• Adhere to and apply strict confidentiality practices and guidelines to all participant, staff and organisational sensitive information.</li> </ul>

SELECTION CRITERIA (QUALIFICATIONS & ATTRIBUTES)

ESSENTIAL	<ul style="list-style-type: none"><li>• Qualifications in Community Services, Mental Health, Social Work or Counselling and/or commensurate work experience in similar areas.</li><li>• Demonstrated experience in the delivery of services to people experiencing mental health issues, suicidality, and/or support services to people with complex needs.</li><li>• Demonstrated understanding of recovery principles with the ability to provide high quality person-centered supports.</li><li>• An awareness of the key issues faced by people living with mental health challenges or factors that contribute to situational crisis.</li><li>• Excellent communication, time management and organisational skills.</li><li>• Ability to work within a team environment and independently.</li><li>• Experience in working in a cross-cultural setting or a demonstrated understanding of the principles of cultural safety and cultural competence.</li><li>• Proficient in using Microsoft Office (Outlook, Microsoft word etc.) and ability to learn new platforms for reporting purposes.</li><li>• Hold a Current NT Driver’s License.</li></ul>
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EMPLOYMENT BENEFITS

- Competitive, above award wage salary + 12% super
- Generous salary packaging
- 6 weeks’ annual leave and leave loading
- 11 days of personal leave
- Annual Wellbeing Allowance of \$400

APPOINTMENT CONDITIONS

- Employment with MHACA is conditional on providing or being able to obtain prior to commencement of employment; a current NT Driver’s License, a Satisfactory Criminal History Check, a NDIS Worker Clearance and Ochre Card.

Position Description Authorised



Chief Executive Officer (December 2025)

## TO APPLY

Please send a copy of your resume with a cover letter addressing the selection criteria to [hr@mhaca.org.au](mailto:hr@mhaca.org.au)

### ACKNOWLEDGEMENT

**I have received a copy of the Position Description and have read and understand its contents:**

----- Employee Name (please print)	----- Employee Signature	----- Date
----- Supervisor Name (please print)	----- Supervisor Signature	----- Date