



JOB DESCRIPTION

Key Position Information			Date Reviewed:
Title	Recovery Support Worker	Department - Location	Residential, ICLS and NDIS
Reports to	Program Manager/Site Coordinator/Snr Recovery Worker	Award	Richmond Wellbeing Enterprise Agreement 2016
Level / Salary	Level 3.1 Super 9.5%	Basis of Employment	Part-time
Role Purpose			
<p>To assist people living in the community and support them to achieve and maintain positive mental health and to confidently embark on a journey of recovery. Recovery Support Workers will also be responsible for providing practical and emotional support and work to create a person centred recovery environment to assist people to build or rebuild the life they desire within a residential setting.</p> <p>The duties may vary in line with operational and business requirements. Staff may be required to use own vehicle in accordance with organisational policy and procedure.</p>			

Richmond Wellbeing Vision, Purpose and Values			
<p>Our Vision: A community where people are able to recover and live a valued and fulfilling life.</p> <p>Our Purpose: We work alongside people, employing leading practice, to support recovery and wellbeing.</p>			
<p>Hope</p> <p>We believe that people can and do recover from mental illness, and we strive to promote hope, control, choice and opportunity.</p>	<p>Inclusion</p> <p>We embrace diversity, respect and value people's differences, and consistently seek to support people to realise their full potential as connected and contributing members in the community.</p>	<p>Service Excellence</p> <p>We consistently aspire to exceed customer expectations, pursue opportunities for continuous improvement and quality, and take a proactive approach to seeking, identifying and leveraging current and future opportunities.</p>	<p>Compassion</p> <p>We work in a person-centered way, demonstrating empathy, authenticity, honesty, integrity and human kindness in all our relationships with, families, individuals, colleagues and the community.</p>
Statement of Diversity			
<p>The staff at RW are committed to creating a safe and comfortable environment for all staff and consumers. To view our diversity statement in full please visit the Richmond Wellbeing intranet.</p> <p>https://www.rw.org.au/diversity-statement</p>			

Key Result Area	Key Accountabilities and Responsibilities	Key Performance Indicators
Richmond Wellbeing Values	<ul style="list-style-type: none"> Acts consistently in accordance with the RW Values and Key Principles – challenges practices inconsistent with these values and uses values as a basis for managing relationships and decision making 	<ul style="list-style-type: none"> Reflect RW values in daily interactions and within scope of role.

	<ul style="list-style-type: none"> Actively engage in self-reflection and develop own practice 	<ul style="list-style-type: none"> Demonstrate this in supervision and Critical reflection groups.
People Accessing Our Services	<ul style="list-style-type: none"> Individual Recovery Support in consultation with and under supervision of the Coordinator to create a safe and supportive environment to work towards positive mental health and wellbeing. Develop and maintain a respectful, positive and empowering relationship with the consumer through basic person-centred support that appreciates the person's strengths and capabilities. Support the development and facilitation of individualised person-centred recovery plans, tools and measures. Provide flexible and tailored support to effectively implement the recovery plan. Establish and maintain respectful, collaborative and flexible but professional relationships and boundaries with staff members, family members, carers and other relevant external stakeholders. Involve family members, carers and other relevant stakeholders in recovery planning implementation (complementary care provision). Respond to clinical incidents in accordance with the organisation's policies & procedures. Supporting people within our residential units in addition to support within the community through the Individualised Community Living Strategy (ICLS) and National Disability Insurance Scheme (NDIS). 	<ul style="list-style-type: none"> Create an environment for clients that is welcoming and inclusive. Actively ask for feedback to see where current activities and assistance in recovery can be improved. Be compassionate towards clients and communicate in a way that makes them feel valued. Actively keep in contact and communicate with client support networks and stakeholders with the aim of assisting recovery. Conduct yourself in alignment with RW policies and procedures at all times.
Service Operations	<ul style="list-style-type: none"> Maintain own records and contribute to accurate documentation (e.g. administrative tasks) Attend internal and interagency meetings as required. Responsibly manage petty cash within budget parameters. Contribute to the maintenance of organisational assets. 	<ul style="list-style-type: none"> Documentation is maintained as per RW's policies and procedures, and is accurate, legible and concise. Attend meetings with the goal of actively contributing to conversation. Keep record of all expenses for budget purposes. Maintain organisational assets to the standards required for RW policies and procedures.
Group Facilitation	<ul style="list-style-type: none"> Contribute to planning, facilitation and evaluation of groups and workshops that promote recovery, peer support and wellbeing- for consumer and staff audiences Contribute to development and maintenance of team complementary care networks and partnerships. Contribute to program promotional events. 	<ul style="list-style-type: none"> Contribute to the conception and implementation of group workshops. Work collaboratively with other team members. Work on RW events with the aim of representing RW in a positive way in the community.
Employee Contribution	<ul style="list-style-type: none"> Positive and constructive work environment is promoted where employees are valued. Employees adhere to the RW Code of Conduct and Ethics and Policy and Procedures Attends Core Training and maintains all compliance requirements relevant to their role and employment with RW 	<ul style="list-style-type: none"> Show respect and helpfulness in all interactions Read, understand and seek clarification of Policy and procedure documents.

	<ul style="list-style-type: none"> To carry out other duties which may be required, requested or directed and which are within the person's capability and training to perform 	<ul style="list-style-type: none"> Enrol in and complete required Core Training within required time frame. Duties are completed to expected standard as outlined by manager.
Occupational Safety and Health	<ul style="list-style-type: none"> Promote a safe and healthy working environment that complies with OSH requirements Take a shared responsibility to ensure the safety and well-being on self and others Utilise all protective equipment provided and as instructed Work in a safe manner while exercising due care and caution 	<ul style="list-style-type: none"> A "Safe work" culture operates within Richmond Wellbeing Documentation is maintained as per the Policies and Procedures and is accurate, legible and concise.

Employee Requirements	
Skills	<ul style="list-style-type: none"> Demonstrated ways of working with individuals to support positive mental health and promote a high expectation of recovery and facilitate change. Well-developed written, verbal and interpersonal skills, including the ability to communicate clearly and respectfully with a community of stakeholders Strongly demonstrated ability to plan, organise and manage one's own workload Demonstrated ability to work flexibly across autonomous and teamwork settings. Demonstrated ability to operate within organisational guidelines, procedures and policies. Demonstrated excellent computer and interpersonal skills. <p><u>DESIRABLE</u></p> <ul style="list-style-type: none"> Awareness of relevant mental health agencies and services (both Government and Non-Government).
Knowledge and Qualifications	<ul style="list-style-type: none"> Have a clear understanding of recovery and hold a positive and contemporary attitude towards people experiencing mental distress. Relevant Cert IV qualification (or equivalent) OR part-completion of tertiary studies (e.g. health, behavioural/social science, community services, indigenous studies). Current National Police Clearance. Current Senior First Aid Certificate. Current driver's license.
Attitude	<ul style="list-style-type: none"> Positive attitude towards supporting people experiencing mental distress. The ability to live RW values in all workplace tasks and interactions. Pro-active individual who is enthusiastic and committed to upholding RW values and principles
Experience	<p><u>ESSENTIAL</u></p> <ul style="list-style-type: none"> Able to demonstrate a good understanding of mental unwellness and previous experience working in a relevant human service field supporting people to work towards positive mental health and wellbeing. <p><u>DESIRABLE</u></p> <ul style="list-style-type: none"> Experience of mental health recovery (or as family members of people with a lived experience of recovery) Previous work supporting people with individually funded plans in an outreach setting preferably through ICLS or NDIS