



JOB DESCRIPTION

Key Position Information			Date Reviewed:
Title	Face to Face Care Practitioner	Department - Location	Operations
Reports to	Practice Lead	Award	Individual Employment Contract (or as updated)
Level / Salary	Level 13.2 9.5%	Basis of Employment	Full-time or Part-time
Role Purpose			
<p>To provide services in accordance with the Face to Face care program guidelines, outlined by the Primary Health Network. This role works alongside General Practice to provide brief interventions and link patients with community service organisations, providing a stepped care service, responding to complex need in the community.</p> <p>The duties may vary in line with operational and business requirements.</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 practice inconsistent with these values and uses values as a basis for managing relationships and decision making Actively engage in self-reflection and develop own practice 	<ul style="list-style-type: none"> Reflect RW values in daily interactions and within scope of role. Demonstrate this in supervision and Critical reflection groups

Service Requirements	<ul style="list-style-type: none"> • Establish and develop a therapeutic relationship with the patient. • Complete assessments including K10, HADS, CANSAS, HoNOS • Refer to external services or community groups • Promote social inclusion and community participation. • Medication management and administration • Work with the GP to develop a GP management plan • Provide psychosocial interventions as required • Link with physical health and wellbeing services 	<ul style="list-style-type: none"> • Recording patient outcome measures • Increased network of supports and services for patients. • Family inclusion in care planning • increased coordination of services
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 • 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"> • Show respect and helpfulness in all interactions • Read, understand and seek clarification of Policy and procedure documents. • 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"> • Comprehensive understanding of supporting individuals living with mental distress in the community. • General assessment skills and ability to develop and review care plans, based on assessed need. • Able to work autonomously, in partnership with General Practice. • Applying recovery principles when supporting patients • Upskilling other service providers • Ability to coordinate care of patients and link them with other service providers.
Knowledge and Qualifications	<ul style="list-style-type: none"> • Relevant Tertiary qualification • Other mental health specific qualifications relevant to the role.
Attitude	<ul style="list-style-type: none"> • Positive attitude towards 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	<ul style="list-style-type: none"> • Working with marginalized and disadvantaged groups, including Aboriginal, CaLD and LGBTI • Providing mental health services to individuals living with multiple complex unmet needs. • Working in a family inclusive manner.