



JOB DESCRIPTION

Key Position Information			Date Reviewed:
Title	NDIS Engagement Worker	Department - Location	Partners in Recovery NDIS
Reports to	PIR Network Facilitator	Award	Richmond Wellbeing Enterprise Agreement 2016
Level / Salary	Level 5 9.5% Super	Basis of Employment	Full-time, Fixed Term

Role Purpose

To enable people living with a severe and persistent mental illness to confidently access the My Way NDIS and to develop support plans that meet their needs.

To provide support for pre-planning in which the participants will learn how to exercise choice and control in pre-planning around individual supports and how to effectively engage in support systems.

Provide consultancy on NDIS to the PIR team led by Richmond Wellbeing

The duties may vary in line with operational and business requirements.

Richmond Wellbeing Vision, Purpose and Values

Our Vision: A community where people are able to recover and live a valued and fulfilling life.

Our Purpose: We work alongside people, employing leading practice, to support recovery and wellbeing.

Hope

We believe that people can and do recover from mental illness, and we strive to promote hope, control, choice and opportunity.

Inclusion

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.

Service Excellence

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.

Compassion

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.

Statement of Diversity

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.

<https://www.rw.org.au/diversity-statement>

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 	<ul style="list-style-type: none"> Reflect RW values in daily interactions and within scope of role.

	<p>values and uses values as a basis for managing relationships and decision making</p> <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"> NDIS applicants are fully supported in navigating the My Way NDIS application process Consumer Recovery Plans inform the development of the Individual Plan in a co-productive way, one that facilitates choice and control by the individual, and alongside the individual and his or her carer, family and/or other significant natural supports in accordance with the individual's choice. Linkages to other services, supports and community networks are identified and facilitated as required. Family members, carers and friends and other agencies are included where possible and with the consent of the participant. Critical incidents and other risk incidents are dealt with according to the Organisation's Policies and Procedures and funding body requirements. 	<ul style="list-style-type: none"> Actively communicate with NDIS applicants to let them know of the progress you are making. Actively involve applicants in the development of their plan. Involve their support networks if permission given by applicant. Ensure all documentation is done to the standards required by RW policies and Procedures and is legible and concise.
Service Operations	<ul style="list-style-type: none"> Establish, develop and maintain working relationships with local communities and service providers. Establish, develop and maintain working relationships with the My Way NDIS Team. Represent the project at relevant DSC My Way and NDIA meetings. Assist in the preparation of regular progress and final reports. 	<ul style="list-style-type: none"> Develop professional relationships with RW stakeholders. Ensure that RW policies and procedures are adhered to and conduct yourself in a professional manner.
Group Facilitation	<ul style="list-style-type: none"> Assistance in the preparations for steering group meetings. To ensure venues, catering and marketing materials and other requirements are met. To assist in note taking and record keeping as required. 	<ul style="list-style-type: none"> Effectively manage your time to successfully coordinate group meetings. Ensure all documentation is done to the standards required by RW policies and Procedures and is legible and concise.
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 	<ul style="list-style-type: none"> A "Safe work" culture operates within Richmond Wellbeing Documentation is maintained as per the

	<ul style="list-style-type: none"> • Work in a safe manner while exercising due care and caution 	Policies and Procedures and is accurate, legible and concise.
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Employee Requirements		
Skills	<ul style="list-style-type: none"> • Strongly demonstrated ability to plan, organize and manage one's own workload • Demonstrated ability to work flexibly across autonomous and teamwork settings. • Demonstrated computer skills, with experience in MS Office applications. 	
Knowledge and Qualifications	<ul style="list-style-type: none"> • A tertiary-level degree or diploma. Equivalent experience will be considered. • Knowledge of NDIS practices • Knowledge and understanding of the spectrum of challenges that people face in accessing and maintaining links to health services • Working knowledge of statutory requirements relevant to a human services workplace. • First Aid, National Police Clearance and current Drivers Licence 	
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	<p><u>ESSENTIAL</u></p> <ul style="list-style-type: none"> • Demonstrated experience in developing and maintaining positive relationships with a wide range of internal and external stakeholders including clinical services • Demonstrated experience in mental health work and a sound understanding of recovery within a human services context. • Experience in a similar role. • Demonstrated experience in successfully organising multiple tasks to strict deadlines. <p><u>DESIRABLE</u></p> <ul style="list-style-type: none"> • Lived experience of mental health recovery or as family members of people with a lived experience of recovery 	