



JOB DESCRIPTION

Key Position Information			Date Reviewed: August 2017
Title	Recovery Worker	Department - Location	Operations - Residential
Reports to	Site Coordinator/ Program Manager/ Senior Recovery Worker	Award	Richmond Wellbeing Inc Enterprise Agreement 2016
Level / Salary	Level 5.1 Super 9.5%	Basis of Employment	Full Time/ Part Time/ Casual
Role Purpose			
<p>In this role Recovery Workers will be responsible for supporting and enabling consumers to confidently embark on a journey of recovery and to attain the kind of life they desire. Throughout the specialized 15 week recovery program, you will work as a part of a team to create a person centered recovery environment via intense group and individual work. You will also work closely with families and significant others to facilitate information sessions and family meetings to enhance the recovery process.</p> <p>The duties include development of a therapeutic relationship with the consumer, their carer, family members and significant others and providing high quality services consistent with the values, mission and vision of Richmond Wellbeing. Recovery workers are expected to facilitate group work, regular 1:1 recovery work, keeping consumers records according to RW P&P and contributing as part of a team to the constant improvement of RW services.</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 practices 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.
People Accessing our Services	<ul style="list-style-type: none"> Promote and encourage contemporary attitude and understanding of personal recovery and person centred practices. Family members, carers and people of significance to the consumer are identified and included as directed by the individual. Recovery enabling groups and individual programs are prepared and implemented for the individuals accessing RW services. 	<ul style="list-style-type: none"> RW works with consumers as required. Consumer progress, data and information is documented and audited according to RW policy. Family members, carers and significant others, with the consent of the consumer, are kept informed of a consumer's progress.
Recovery Plan Support	<ul style="list-style-type: none"> Meaningful recovery plans are developed and reviewed on a weekly basis Provide holistic services that focus on total wellbeing, including physical health, and according to the six Mental Health Outcome Areas. Assist Recovery Support Workers with the implementation of actions towards goals as identified on the consumer's recovery plan. Attend appropriate clinical, administrative and interagency meetings as required. 	<ul style="list-style-type: none"> Ensure that individual plans are developed and reviewed regularly with each consumer. Ensure recovery outcomes are evaluated regularly Services are provided to consumer as required within outcomes areas. Support and respond to and communicate with RSWs/ key/clinical staff in a professional manner that ensures the best outcomes for the individual consumers and organisation.
Service Operations	<ul style="list-style-type: none"> All documentation is completed as per RW P&P and in required timeframes Actively participate in required internal meetings, supervision sessions/practice reflection sessions and training Maintenance of RW facilities and property in line with LARU and MHAS All incidents are addressed according to RW's P&P 	<ul style="list-style-type: none"> Documentation is maintained as per RW's policies and procedures, and is accurate, legible and concise. Contribution in a timely and conscientious manner to organisational processes that enhance the quality of services provided to consumers. Support and comply with decisions, policies, procedures and guidelines

		<p>of the Board and Executive.</p> <ul style="list-style-type: none"> • Take initiative within established procedures when required.
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"> • Significant experience in facilitating therapeutic groups • Trauma informed practice skills and the understanding of the impact of trauma and literacy around trauma responses. • Ability to facilitate emotional and personal recovery. • Team work and collaboration skills. • Ability to demonstrate authenticity, genuineness and congruence, empathy, trustworthiness, curiosity and flexibility. • Demonstrated ability in negotiating, problem solving, analytical and conflict resolution skills • Demonstrated computer skills • Demonstrated high level written, verbal and interpersonal skills <p><u>DESIRABLE</u></p> <ul style="list-style-type: none"> • Knowledge of relevant mental health agencies (government and non-government).
Knowledge and Qualifications	<ul style="list-style-type: none"> • University qualification in a health or relevant human services discipline • Current national police clearance. • Current WA driver's license. • Current senior first aid certificate.
Attitude	<ul style="list-style-type: none"> • Ability to hold hope for recovery • 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">• Significant experience in facilitating therapeutic groups• Experience in working in residential setting• Demonstrated ability to work within a multidisciplinary team environment, promoting total wellbeing and holistic health services <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
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