



JOB DESCRIPTION

Key Position Information			Date Reviewed: 22 September 2016
Title	Recovery Support Worker	Department - Location	Midland PHaMs
Reports to	NDIS Transition Manager	Award	Richmond Wellbeing Enterprise Agreement 2016
Level / Salary	Level 3 Super 9.5%	Basis of Employment	Full-time
Role Purpose			
<p>The Recovery Support Worker provides recovery and support services to people requiring support who experience serious and persistent mental illness. This role includes providing mentoring and assisting participants to access individually funded support plan through the National Disability Insurance Agency (Perth Hills trial site).</p> <p>The Recovery Support Worker will work as a member of a team in the delivery of PHaMs funded programs and he or she will report to the NDIS Transition Manager.</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 	<ul style="list-style-type: none"> Values are shown in daily interactions and service delivery

	<p>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 	
People Accessing Our Services	<ul style="list-style-type: none"> • Recovery and disability support plans are reviewed, developed and carried out 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. • Individuals are coached and mentored to reframe mental distress as a normal, valuable and potentially life enhancing experience: to find and maintain hope, to re-establish a positive identity, to build a meaningful life, and, to take responsibility and control. • Linkages to other services, supports and community networks are facilitated. • Recovery and safeguarding plans are developed, maintained and reviewed and continuously improved 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. • Makes the most effective and efficient use of their time in being with clients • Participate in team projects that benefit clients. • The Recovery Support Worker is to ensure positive and professional relationships are maintained and fostered in a positive and professional manner to uphold the best outcomes for individual participants and their families 	<ul style="list-style-type: none"> • Record of plans • Record of carer/family members engagement • Record of informed consent. • Record of critical incidents and risk management. • Record that confidentiality and privacy is maintained at all times. • Record of hours of direct and indirect work with clients. • Record of interagency communications. Feedback records.
Service Operations	<ul style="list-style-type: none"> • Programs are delivered within the allocated hours and in accordance with specified quality standards. • Client records are maintained including individualized plans, case notes, reports and data collective in accordance with RW policies and data recording requirements. • The Recovery Support Worker will contribute to the evaluation of Richmond Wellbeing's individualised funding programs. 	<ul style="list-style-type: none"> • Record of adherence to hours of work to contract specifications. • Record that documentation is maintained as per the Organization's Policies and Procedures and is accurate, legible and concise. • Record of review and improvement of individual plans. • Audit results of client records • Record of contribution to program evaluation.
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"> • Records of required training, supervision and reviews are kept

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 Organizations Policies and Procedures and is accurate, legible and concise.
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Employee Requirements		
Skills	<ul style="list-style-type: none"> • Demonstrated good communication skills, written, oral and interpersonal. • Strongly demonstrated ability to plan, organise and manage one’s own workload • Demonstrated ability to work flexibly across autonomous and teamwork settings. • Strongly demonstrated ability to operate within organizational guidelines, procedures and policies. • Demonstrated computer skills, with experience in MS Office applications. <p><u>DESIRABLE</u></p> <ul style="list-style-type: none"> • Awareness of relevant mental health services and agencies 	
Knowledge and Qualifications	<ul style="list-style-type: none"> • Relevant diploma with relevant experience, or appropriate certificate with relevant experience or experience attained through previous appointments, services and/or study of an equivalent level of expertise. • Current National Police Clearance certificate. • Current Driver’s license. • Senior First Aid certificate. • Working knowledge of statutory requirements relevant to a human services workplace. 	
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"> • Demonstrated experience in mental health work and a sound understanding of recovery within a human services context. • Demonstrated experience in the execution of recovery and safeguarding plans, while journeying alongside individuals and their carers/families. • Demonstrated experience in developing and maintaining positive relationships with a wide range of internal and external stakeholders including clinical services. <p><u>DESIRABLE</u></p> <ul style="list-style-type: none"> • Experience working in an outreach based mental health setting. • Lived experience of mental health recovery or as family members of people with a lived experience of recovery 	