



## JOB DESCRIPTION

Key Position Information			Date Reviewed: 2 February 2016
<b>Title</b>	Recovery Support Worker	<b>Department - Location</b>	NDIS (Midland)
<b>Reports to</b>	NDIS Team Leader (Midland)	<b>Award</b>	The Richmond Wellbeing Incorporated Enterprise Agreement 2016
<b>Level / Salary</b>	Level 3 Super 9.5%	<b>Basis of Employment</b>	Casual, Part Time, Full Time
Role Purpose			
<p>The Recovery Support Worker provides individualised recovery and support services to people who experience serious and persistent mental illness, and who may have coexisting disabilities and/or complex unmet needs. The participants may have an individually funded support plan.</p> <p>The Recovery Support Worker will work as a member of a team in the delivery of support funded by individualised funding programs and he or she will report to the Team Leader.</p>			

Richmond Wellbeing Vision, Purpose and Values			
<p>Our Vision: A world where people are supported to recover, live well and to have a meaningful and contributing life.</p> <p>Our Purpose: We listen, respond and work holistically alongside people to support mental health recovery.</p>			
<b>Hope</b>	<b>Relationship</b>	<b>Integrity</b>	<b>Innovation</b>
We believe that people can and do recover from mental distress.	We work in a person-centred way, in partnerships, and are mindful to promote positive relationships between individuals, families, support networks, services, businesses and the community.	We work with kindness, respect, honesty, reliability and professionalism.	We always look for opportunities to innovate in order to lead the way in supporting mental health recovery.
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><a href="https://richmondwellbeing.sharepoint.com/Shared%20Documents/RW%20Diversity%20Statement%20for%20Board.pdf#search=statement%20of%20diversity">https://richmondwellbeing.sharepoint.com/Shared%20Documents/RW%20Diversity%20Statement%20for%20Board.pdf#search=statement%20of%20diversity</a></p>			

Key Result Area	Key Accountabilities and Responsibilities	Key Performance Indicators
<b>Richmond Wellbeing Values</b>	<ul style="list-style-type: none"> <li>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</li> <li>Actively engage in self-reflection and develop own practice</li> </ul>	<ul style="list-style-type: none"> <li>Reflect RW values in daily interactions and within scope of role.</li> <li>Demonstrate this in supervision and Critical reflection groups.</li> </ul>

<p><b>People Accessing Our Services</b></p>	<p>The Recovery Support Worker shall ensure that they are knowledgeable about NDIS practices, and in the light of this ensure:</p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• 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.</li> <li>• Linkages to other services, supports and community networks are facilitated as required.</li> <li>• Recovery and safeguarding plans are developed in the light of the individual’s NDIS plan and they are maintained and reviewed and continuously improved as required.</li> <li>• Family members, carers and friends and other agencies are included where possible and with the consent of the participant.</li> <li>• Critical incidents and other risk incidents are dealt with according to the Organisation’s Policies and Procedures and funding body requirements.</li> </ul>	<ul style="list-style-type: none"> <li>• Individual Person-centred recovery plans are implemented and regularly reviewed for each consumer within your caseload.</li> <li>• Maintain flexible , transparent and mutually agreed professional boundaries with consumers, staff and other stakeholders</li> <li>• Maintain respectful, positive and empowering relationships with all relevant stakeholders, including staff, consumers, carers and external agency personnel.</li> <li>• Ensures that progress notes, related consumer documentation and statistical data are recorded according to operational procedures</li> <li>• Contribute in a timely and conscientious manner to organisational processes that maintain and enhance service quality</li> </ul>
<p><b>Employee Contribution</b></p>	<ul style="list-style-type: none"> <li>• Positive and constructive work environment is promoted where employees are valued.</li> <li>• Employees adhere to the RW Code of Conduct and Ethics and Policy and Procedures</li> <li>• Attends Core Training and maintains all compliance requirements relevant to their role and employment with RW</li> <li>• To carry out other duties which may be required, requested or directed and which are within the person’s capability and training to perform</li> </ul>	<ul style="list-style-type: none"> <li>• Show respect and helpfulness in all interactions</li> <li>• Read, understand and seek clarification of Policy and procedure documents.</li> <li>• Enrol in and complete required Core Training within required time frame.</li> <li>• Duties are completed to expected standard as outlined by manager.</li> </ul>
<p><b>Occupational Safety and Health</b></p>	<ul style="list-style-type: none"> <li>• Promote a safe and healthy working environment that complies with OSH requirements</li> <li>• Take a shared responsibility to ensure the safety and well-being on self and others</li> <li>• Utilise all protective equipment provided and as instructed</li> <li>• Work in a safe manner while exercising due care and caution</li> </ul>	<ul style="list-style-type: none"> <li>• A “Safe work” culture operates within Richmond Wellbeing</li> <li>• Documentation is maintained as per the Policies and Procedures and is accurate, legible and concise.</li> </ul>

**Employee Requirements**

<b>Skills</b>	<p><u>ESSENTIAL:</u></p> <ul style="list-style-type: none"> <li>• Demonstrated experience in mental health work and a sound understanding of recovery within a human services context.</li> <li>• Working knowledge of statutory requirements relevant to a human services workplace.</li> <li>• Demonstrated good communication skills, written, oral and interpersonal.</li> <li>• Strongly demonstrated ability to plan, organize and manage one's own workload</li> <li>• Demonstrated ability to work flexibly across autonomous and teamwork settings.</li> <li>• Strongly demonstrated ability to operate within organizational guidelines, procedures and policies.</li> <li>• Demonstrated computer skills, with experience in MS Office applications.</li> </ul> <p><u>DESIRABLE</u></p> <ul style="list-style-type: none"> <li>• Understanding of Individualised funding and service operations</li> </ul>
<b>Knowledge and Qualifications</b>	<ul style="list-style-type: none"> <li>• Relevant diploma with relevant experience, or appropriate certificate with relevant experience.</li> <li>• Current National Police Clearance certificate.</li> <li>• Current Driver's license.</li> <li>• Senior First Aid certificate.</li> </ul>
<b>Attitude</b>	<ul style="list-style-type: none"> <li>• Positive attitude towards people experiencing mental distress.</li> <li>• The ability to live RW values in all workplace tasks and interactions.</li> <li>• Pro-active individual who is enthusiastic and committed to upholding RW values and principles</li> </ul>
<b>Experience</b>	<p><u>ESSENTIAL:</u></p> <ul style="list-style-type: none"> <li>• Proven values-based practice experience.</li> <li>• Demonstrated experience in the execution of recovery and safeguarding plans, while journeying alongside individuals and their carers/families.</li> <li>• Demonstrated experience in developing and maintaining positive relationships with a wide range of internal and external stakeholders including clinical services</li> </ul> <p><u>DESIRABLE</u></p> <ul style="list-style-type: none"> <li>• Lived experience of mental health recovery or as family members of people with a lived experience of recovery</li> </ul>