



JOB DESCRIPTION

Key Position Information			Date Reviewed: 15 June 2017
Title	NDIS Recovery Support Worker	Department - Location	NDIS
Reports to	NDIS Manager	Award	The Richmond Wellbeing Incorporated Enterprise Agreement 2016
Level / Salary	Level 2 Super 9.5%	Basis of Employment	1 FTE with capacity to work more hours
Role Purpose			
The NDIS Recovery Support Worker will work as a member of a team in providing individualised support services to participants who have an individually funded NDIS support plan.			

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	Inclusion	Service Excellence	Compassion
We believe that people can and do recover from mental illness, and we strive to promote hope, control, choice and opportunity.	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.	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.	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 values and uses values as a basis for managing relationships and decision making. 	<ul style="list-style-type: none"> Reflect RW values in daily interactions and within scope of role. This will be demonstrated in supervision
People Accessing Our Services	The Recovery Support Worker shall ensure that they are knowledgeable about NDIS practices, and in the light of this ensure:	<ul style="list-style-type: none"> Services are delivered in accordance with Individualised plans and

	<ul style="list-style-type: none"> • Support plan activities are delivered in a way 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 supported through the delivery of individually funded supports to achieve a valuable and meaningful life, to find and maintain hope, to re-establish a positive identity, and to take responsibility and control. • 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. 	<p>regularly reviewed with Line Manager.</p> <ul style="list-style-type: none"> • Maintain flexible, transparent and mutually agreed professional boundaries with consumers, staff and other stakeholders • Maintain respectful, positive and empowering relationships with all relevant stakeholders, including staff, consumers, carers and external agency personnel. • Ensures that progress notes, related consumer documentation and statistical data are recorded according to operational procedures • Contribute in a timely and conscientious manner to organisational processes that maintain and enhance service quality
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 and Experience	<p><u>ESSENTIAL:</u></p> <ul style="list-style-type: none"> • Demonstrated experience in mental health work and a sound understanding of recovery within a human services context • Experience in the disability sector including light domestic duties, social support and wellbeing and assistance with daily living • Demonstrated experience in developing and maintaining positive relationships with a wide range of internal and external stakeholders including clinical services • Demonstrated good communication skills, especially high quality and supportive interpersonal communication skills • Strongly demonstrated ability to manage one’s own workload with good time management ability • 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"> • Understanding of Individualised funding and service operations
Knowledge and Qualifications	<ul style="list-style-type: none"> • Significant experience supporting people with mental illness or disabilities, or appropriate certificate with relevant experience. • Current National Police Clearance certificate. • Current Driver’s license.
Attitude	<ul style="list-style-type: none"> • Positive attitude towards people experiencing psychosocial disability • 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