



JOB DESCRIPTION

Key Position Information			Date Reviewed: November 2016
Title	Recovery Support Worker	Department - Location	Operations - Residential
Reports to	Program Manager/ Site Coordinator/ Snr Recovery Worker	Award	The Richmond Wellbeing Inc Enterprise Agreement 2016 (or as updated)
Level / Salary	Level 3.1 Super 9.5%	Basis of Employment	Full-time, Part-time or Casual

Role Purpose

Recovery Support Workers provide practical and emotional support and assistance to people on their 'personal recovery' journey. Recovery Support Workers work as a part of a team to create a person centred recovery environment. To enable people to embark on a journey toward building or rebuilding the life they desire.

The duties may vary in line with operational 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.

<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>
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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 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"> • Recovery plans are supported, implemented and kept alive. • People are supported to reflect on and work through emotions to enable emotional wellbeing • Adopt a holistic approach which includes physical health and wellbeing • Support people to navigate mental distress • Family members, carers and people of significance to the person as identified are included as directed by the individual • All critical incidents are addressed according to RW's policies and procedures. 	<ul style="list-style-type: none"> • Consumers are supported and plans are implemented as required. • Consumer progress is documented according to RW policy. • RSW is assisting consumers in correct manner as required. • Family members, carers and significant others are kept informed and included in the consumer's care. Information is only provided with the consent of the consumer.
Recovery Plan Support	<ul style="list-style-type: none"> • Work within a person centered, framework towards self-determination, choice and recovery • Develop a rapport with each service user • Support Service users to develop life skills 	<ul style="list-style-type: none"> • Respond to and communicate with Line Manager or Key Worker in a professional manner that ensures the best outcomes for consumers and the organisation. • Positive relationships are developed and maintained.
Service Operations	<ul style="list-style-type: none"> • All documentation is completed in required timeframes • Actively participate in required internal meetings, supervision sessions and training • As part of a team contribute to the development of policies and procedures, best practice and quality improvement • Maintenance of RW facilities and property in line with LARU and MHA 	<ul style="list-style-type: none"> • Documentation is maintained as per RW's policies and procedures, and is accurate, legible and concise. • Contribute in a timely and conscientious manner to organisational processes that enhance the quality of services provided to consumers. • Facilities and property are maintained.
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 Policies and Procedures and

	<ul style="list-style-type: none"> • Work in a safe manner while exercising due care and caution 	is accurate, legible and concise.
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Employee Requirements	
Skills	<ul style="list-style-type: none"> • Effective communication skills including: <ul style="list-style-type: none"> ○ The ability to communicate clearly, professionally and respectfully with consumers, families, colleagues, other agency personnel and external stakeholders; ○ The ability to communicate ones feelings and needs ○ Developed written skills. • Demonstrated computer skills, with experience in Microsoft Office applications • Demonstrated ability to plan, organise and manage daily tasks. • A range of skills which enables recovery
Knowledge and Qualifications	<ul style="list-style-type: none"> • An understanding of contemporary mental health frameworks related to personal recovery. • Relevant Certificate IV TAFE (equivalent or higher) qualification in a human services related field or demonstrated experience. • Current national police clearance, First Aid and current Driver's License <u>DESIRABLE</u> • Awareness of relevant Government Departments and community based agencies that may support recovery. • Knowledge of appropriate legislation and standards for example LARU, MH Act
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"> • Previous work in a relevant human service related field. • Ability to work with individuals who experience mental distress. <u>DESIRABLE</u> • Previous work in a residential setting with people who are experiencing mental distress. • Demonstrated experience in working as part of a team. • Lived experience of mental health recovery or as family members of people with a lived experience of recovery