



## JOB DESCRIPTION

Key Position Information			Date Reviewed: November 2016
<b>Title</b>	Senior Recovery Worker	<b>Department - Location</b>	Operations Residential Services
<b>Reports to</b>	Manager, Bassendean	<b>Award</b>	Richmond Wellbeing Enterprise Agreement 2016
<b>Level / Salary</b>	Super 9.5%	<b>Basis of Employment</b>	Full-time

### Role Purpose

The Senior Recovery Worker assists and facilitates the development of consumers' practical living skills to enable them to maintain tenure in the community independently. This role provides an environment within the accommodation facility that enables consumers to confidently embark on a journey of recovery and to attain the kind of life they desire.

The duties may vary in line with operational and business 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.

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"> <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>People Accessing Our Services</p>	<ul style="list-style-type: none"> <li>• Consumer Recovery plans are developed and maintained as per policies and procedures, whilst promoting and encouraging life skills.</li> <li>• Family members, carers and significant others of consumers are included in any planning as far as is reasonably possible and with the consent of the consumer.</li> <li>• Any critical incidents are dealt with according to the organisational policies and procedures.</li> <li>• Participation in the preparation, implementation and evaluation of relevant recovery orientated group programs.</li> <li>• Ensure that property is maintained in a clean and hygienic condition</li> <li>• Work with other team members to promote the development and wellbeing of each consumer in a manner that reflects team coordination and cooperation.</li> <li>• Observe and report to the Program Manager and other team members on the behaviour and progress of consumers.</li> <li>• Inform replacing staff at the end of each shift any issues of concern.</li> <li>• Attend house meetings.</li> <li>• Attend appropriate clinical, administrative and interagency meetings as required.</li> </ul>	<ul style="list-style-type: none"> <li>• Consumer files are audited on a regular basis to ensure that recovery plans and documentation are according to the organisation's policies and procedures.</li> <li>• Family members, carers and significant others, with the consent of the consumer, are kept informed and included as far as possible of a consumer's progress.</li> <li>• Consumer confidentiality and privacy is maintained at all times.</li> <li>• Ensure case notes are recorded according to operational procedures.</li> <li>• Ensure all statistical data is completed daily and forwarded to required personnel in a timely manner.</li> </ul>
<p>Service Operations</p>	<ul style="list-style-type: none"> <li>• Provides supervision where delegated for Support Workers</li> <li>• All documentation is completed in a timely fashion. Examples include reports to the manager, entering of data as required, documentation of consumer information.</li> <li>• Participates in a continuous process to monitor, evaluate and develop the service and performance.</li> <li>• Attend supervision sessions.</li> <li>• Adhere to the accommodation site's petty cash and consumer allowance procedures.</li> <li>• Attend internal meetings.</li> <li>• Contribute to the development of policies and procedures and best practice models.</li> <li>• Participate in staff development programs as required.</li> </ul>	<ul style="list-style-type: none"> <li>• Documentation is maintained as per RW's policies and procedures, and is accurate, legible and concise.</li> <li>• Contribution in a timely and conscientious manner to organisational processes that enhance the quality of services provided to consumers.</li> <li>• Support and comply with decisions, policies, procedures and guidelines of the Board and Executive.</li> <li>• Take initiative within established procedures when required.</li> </ul>
<p>Recovery Planning</p>	<ul style="list-style-type: none"> <li>• Develop a person-centred recovery plan.</li> <li>• Develop a therapeutic relationship with the consumer, their carer, family members and significant others, whilst developing their recovery plan.</li> <li>• Provide basic person-centred 1:1 counselling to enable consumers in recovery.</li> <li>• Implement and review the recovery plan with the consumer on a weekly basis.</li> <li>• Assist Recovery Workers and Recovery Support Workers with the implementation of actions towards goals as identified on the consumer's recovery plan.</li> </ul>	<ul style="list-style-type: none"> <li>• Respond to and communicate with key/clinical staff in a professional manner that ensures the best outcomes for the individual consumers and organisation.</li> <li>• Any issues which impact on the relationship between RW and other service providers are</li> </ul>

		<p>discussed with the PM at the earliest opportunity to ensure matters are resolved effectively.</p> <ul style="list-style-type: none"> <li>• Ensure that individual person-centred recovery plans are developed and reviewed regularly with each consumer within the RW's case load.</li> <li>• Ensure recovery outcomes are evaluated regularly</li> </ul>
Employee Contribution	<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>
Occupational Safety and Health	<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	
Skills	<ul style="list-style-type: none"> <li>• Excellent communication skills including: <ul style="list-style-type: none"> <li>○ The ability to communicate clearly and respectfully with consumers, families, colleagues, other agency personnel and external stakeholders.</li> <li>○ Well developed written skills.</li> <li>○ Experience in conflict management.</li> </ul> </li> <li>• Demonstrated ability to plan, organise and manage daily tasks.</li> <li>• Developed methods and strategies of working with individuals who have mental ill health to facilitate an expectation of recovery and possibilities for the individual's future.</li> <li>• Demonstrated experience in working as part of a team.</li> <li>• Demonstrated experience in leading and managing staff.</li> <li>• Demonstrated computer skills, with experience in Microsoft Office applications.</li> </ul>
Knowledge and Qualifications	<ul style="list-style-type: none"> <li>• Tertiary/University qualification in a relevant human services discipline, and substantial demonstrated experience.</li> <li>• An in depth understanding of contemporary mental health issues and of working with the recovery process and how this interacts across sectors of community and primary health care.</li> <li>• Knowledge and practice of the principles of counseling.</li> </ul>

	<ul style="list-style-type: none"> <li>• Demonstrated ability to assess a situation and determine appropriate and flexible boundaries that promote recovery in a manner that is both transparent and defensible.</li> <li>• Current national police clearance.</li> <li>• Current WA driver's license.</li> <li>• Current first aid certificate.</li> </ul> <p><u>DESIRABLE</u></p> <ul style="list-style-type: none"> <li>• Group facilitation skills.</li> <li>• Knowledge of relevant mental health agencies (government and non-government).</li> </ul>
Attitude	<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>
Experience	<ul style="list-style-type: none"> <li>• Minimum three years' experience in a similar role.</li> <li>• Case management experience.</li> <li>• Previous counseling experience.</li> </ul> <p><u>DESIRABLE</u></p> <ul style="list-style-type: none"> <li>• Previous work in a residential setting with people who are experiencing mental ill health.</li> <li>• Lived experience of mental health recovery or as family members of people with a lived experience of recovery</li> </ul>