



## JOB DESCRIPTION

Key Position Information			Date Reviewed:
<b>Title</b>	Recovery Support Worker	<b>Department - Location</b>	ICLS
<b>Reports to</b>	Coordinator Individual Programs	<b>Award</b>	Richmond Wellbeing Enterprise Agreement 2016
<b>Level / Salary</b>	Level 3 Super 9.5%	<b>Basis of Employment</b>	Part-time or Full-time
Role Purpose			
<p>To enable persons living in the community who have acquired a mental illness label to confidently embark on a journey of recovery in their own dwellings according to the ICLs program. While contributing as a part of the team to the constant improvement of Richmond Wellbeing services.</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><b>Hope</b></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><b>Inclusion</b></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><b>Service Excellence</b></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><b>Compassion</b></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><a href="https://www.rw.org.au/diversity-statement">https://www.rw.org.au/diversity-statement</a></p>			

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>• Individual Recovery Support in consultation with and under supervision of the Coordinator to create a recovery enabling environment.</li> <li>• Develop and maintain a respectful, positive and empowering relationship with the consumer through basic person-centred support that appreciates the person’s strengths and capabilities.</li> <li>• Develop, facilitate and regularly review person-centred recovery plans, tools and measures.</li> <li>• Provide flexible and tailored support to effectively implement the recovery plan.</li> <li>• Refer consumers to recovery enabling services and community resources as indicated</li> <li>• Establish and maintain respectful, collaborative and flexible but professional relationships and boundaries with staff members, family members, carers and other relevant external stakeholders.</li> <li>• Involve family members, carers and other relevant stakeholders in recovery planning implementation (complementary care provision).</li> <li>• Respond to clinical incidents in accordance with the organisation’s policies &amp; procedures.</li> </ul>	<ul style="list-style-type: none"> <li>• Create an environment for clients that is welcoming and inclusive. Actively ask for feedback to see where current activities and assistance in recovery can be improved.</li> <li>• Actively review and improve upon person-centred recovery plans, tools, and measures in accordance to RW’s continuous improvement policy.</li> <li>• Be compassionate towards clients and communicate in a way that makes them feel valued.</li> <li>• Actively keep in contact and communicate with client support networks and stakeholders with the aim of assisting recovery.</li> <li>• Conduct yourself in alignment with RW policies and procedures at all times.</li> </ul>
<p>Service Operations</p>	<ul style="list-style-type: none"> <li>• Maintain own records and contribute to accurate documentation (e.g. administrative tasks)</li> <li>• Attend internal and interagency meetings as required.</li> <li>• Responsibly manage petty cash within budget parameters.</li> <li>• Contribute to the maintenance of organisational assets.</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>• Attend meetings with the goal of actively contributing to conversation.</li> <li>• Keep record of all expenses for budget purposes.</li> <li>• Maintain organisational assets to the standards required for RW policies and procedures.</li> </ul>
<p>Group Facilitation</p>	<ul style="list-style-type: none"> <li>• Contribute to planning, facilitation and evaluation of groups and workshops that promote recovery, peer support and wellbeing- for consumer and staff audiences</li> <li>• Contribute to development and maintenance of team complementary care networks and partnerships.</li> <li>• Contribute to program promotional events.</li> </ul>	<ul style="list-style-type: none"> <li>• Contribute to the conception and implementation of group workshops.</li> <li>• Work collaboratively with other team members.</li> <li>• Work on RW events with the aim of representing RW in a positive way in the community.</li> </ul>
<p>Employee Contribution</p>	<ul style="list-style-type: none"> <li>• Positive and constructive work environment is promoted where employees are valued.</li> </ul>	<ul style="list-style-type: none"> <li>• Show respect and helpfulness in all interactions</li> </ul>

	<ul style="list-style-type: none"> <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>• 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>• Demonstrated ways of working with individuals who experience mental distress to promote a high expectation of recovery and facilitate change.</li> <li>• Well-developed written, verbal and interpersonal skills, including the ability to communicate clearly and respectfully with a community of stakeholders</li> <li>• Strongly demonstrated ability to plan, organise and manage one's own workload</li> <li>• Demonstrated ability to work flexibly across autonomous and teamwork settings.</li> <li>• Demonstrated ability to operate within organisational 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>• Awareness of relevant mental health agencies and services (both Government and Non-Government).</li> </ul>
Knowledge and Qualifications	<ul style="list-style-type: none"> <li>• Have a clear understanding of recovery and hold a positive and contemporary attitude towards people experiencing mental distress.</li> <li>• Relevant Cert IV qualification (or equivalent) OR part-completion of tertiary studies (e.g. health, behavioural/social science, community services, indigenous studies).</li> <li>• Current National Police Clearance.</li> <li>• Current Senior First Aid Certificate.</li> <li>• Current driver's license.</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	<p><u>ESSENTIAL</u></p> <ul style="list-style-type: none"> <li>• Must have 1-3 years experience in the Mental Health field.</li> <li>• Previous work in a relevant human service field working with disadvantaged members of the community.</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>

- |  |  |
|--|--|
|  | <ul style="list-style-type: none"><li>• Previous work with community members in an outreach setting (e.g. home visiting).</li><li>• A person with lived experience who has integrated this into their recovery skills.</li></ul> |
|--|--|