



## JOB DESCRIPTION

Key Position Information			
<b>Title</b>	Relief Recovery Support Worker - Outreach	<b>Department - Location</b>	Outreach. Location may vary.
<b>Reports to</b>	Program Manager/Team Leader	<b>Award Sachs 3.1</b>	The Richmond Wellbeing Incorporated Enterprise Agreement 2016
<b>Level / Salary</b>	Level 3 Super 9.5%	<b>Basis of Employment</b>	Full Time/ Part Time/ Casual
Role Purpose			
<p>The Outreach Relief Recovery Support Worker provides support services to individuals, working as a member of a team. The Outreach Relief Recovery Support Worker could work across PIR, PHaMs, NDIS, ICLS and/or ROS.</p> <p>The duties may vary in line with operational and business requirements of the specific program.</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
<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 in consistency with these values and uses values as a basis for managing relationships and decision making.</li> </ul>	<ul style="list-style-type: none"> <li>Reflect RW values in daily interactions and within scope of role. This will be demonstrated in supervision.</li> </ul>
<b>People Accessing Our Services</b>	<ul style="list-style-type: none"> <li>Specific processes are followed for the program the relief is being provided in.</li> </ul>	<ul style="list-style-type: none"> <li>Processes are followed.</li> </ul>

	<ul style="list-style-type: none"> <li>• Recovery plans are developed, supported and implemented, reviewed in a co-productive way.</li> <li>• Appropriate linkages to other services, supports and community networks are facilitated as required.</li> <li>• Support plan activities are delivered to facilitate choice and control by the individual and to achieve plan goals.</li> <li>• Family members, carers, friends, other natural supports and other agencies are included where possible and with the consent of the individual.</li> <li>• Critical incidents and other risk incidents are dealt with according to the Organisation's Policies and Procedures and funding body requirements.</li> <li>• The recovery support model is used to assist individual to meet their goals.</li> <li>• Work within a person-centred framework towards self-determination, choice and recovery towards the individual's goals.</li> <li>• Supports and services are provided within the program funding guidelines.</li> <li>• Progress notes, related consumer documentation and statistical data are recorded according to operational procedures.</li> </ul>	<ul style="list-style-type: none"> <li>• Consumers are supported and plans are implemented as required.</li> <li>• Services are delivered in accordance with Individualised plans and regularly reviewed with Line Manager.</li> <li>• Maintain flexible and transparent professional boundaries with consumers, staff and other stakeholders.</li> <li>• Maintain respectful, positive and empowering relationships with all relevant stakeholders.</li> <li>• Contribute in a timely and conscientious manner to organisational processes that maintain and enhance service quality.</li> </ul>
<b>Employee Contribution</b>	<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 etc.</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 timeframe.</li> <li>• Duties are completed to expected standard as outlined by manager.</li> </ul>
<b>Occupational Safety and Health</b>	<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 RW</li> <li>• Documentation is maintained as per the Policies and Procedures and is accurate, legible and concise.</li> </ul>

Employee Requirements	
	<p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>• Demonstrated experience in mental health support work and a sound understanding of Recovery in a human services context.</li> <li>• Understanding of strengths based practice and Person Centred Approach.</li> <li>• Positive attitude towards people experiencing psychosocial disability.</li> </ul>

- Demonstrated good communication skills, especially high quality and supportive interpersonal communication skills.
- Appropriate Tertiary qualification (e.g. Cert 4) and/or with relevant experience.
- Demonstrated ability to manage one's own workload and the ability to work autonomously.
- Demonstrated ability to operate within organizational guidelines, procedures and policies.
- Demonstrated computer skills, with experience in MS Office applications.
- Current National Police Clearance certificate.
- Current Driver's License.
- Senior First Aid Certificate.

**Desirable:**

- Understanding of Individualised Funded models of service provision e.g. NDIS, including issues around transitioning clients to such models.
- Demonstrated experience in developing and maintaining positive relationships with a wide range of internal and external stakeholders including clinical services, family members and other parties.