



JOB DESCRIPTION

Key Position Information			Date Reviewed: March 2019
Title	Recovery Support Worker	Department - Location	Outreach Programs
Reports to	Program Manager	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 enable individuals living in the community and experiencing mental distress to access practical and emotional support and assistance to embark on a journey toward building or rebuilding the life they desire.			

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 We believe that people can and do recover from mental illness, and we strive to promote hope, control, choice and opportunity.	Inclusion 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.	Service Excellence 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.	Compassion 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 practice 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 scheduled conversations with Line Manager and within reflection groups.

<p>People Accessing our Services</p>	<ul style="list-style-type: none"> • Recovery plans are supported, implemented and considered as 'live' documents. • People are supported to reflect on and work through emotions to promote 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. • 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.
<p>Recovery Plan Support</p>	<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.
<p>Service Operations</p>	<ul style="list-style-type: none"> • Work within the funding guidelines relevant to each program. • All documentation is completed in required timeframes. • Actively participate in required internal meetings, scheduled conversations with Line Manager and in training. • As part of a team contribute to the development of policies and procedures, best practice and quality improvement. • Appropriately use and maintain RW assets and facilities. 	<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 assets are maintained.
<p>Employee Contribution</p>	<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. • Attend Core Training and maintain 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 relevant Policy and Procedure documents. • Enrol in and complete required Core Training within required time frame. • Duties are completed to organisational standard as outlined by manager.
<p>Occupational Safety and Health</p>	<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 of self and others. 	<ul style="list-style-type: none"> • A "Safe work" culture operates within Richmond Wellbeing. • Documentation is maintained as per the

	<ul style="list-style-type: none"> • Utilise any protective equipment provided and as instructed. • Work in a safe manner while exercising due care and caution. 	Policies and Procedures and 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 one's feelings and needs; and ○ 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 <p><u>DESIRABLE</u></p> <ul style="list-style-type: none"> • Awareness of relevant Government Departments and community based agencies that may support recovery. • Knowledge of appropriate legislation and standards. 	
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. 	