



## JOB DESCRIPTION

Key Position Information			Date Created: 7/1/20
<b>Title</b>	Recovery Worker	<b>Department - Location</b>	Queens Park
<b>Reports to</b>	Program Manager	<b>Award</b>	Richmond Wellbeing Enterprise Agreement 2016
<b>Level / Salary</b>	\$35.02 per hour plus super plus the benefits of not for profit salary packaging	<b>Basis of Employment</b>	Full Time

### Role Purpose

In this role Recovery Workers will be responsible for supporting and enabling consumers to confidently embark on a journey of recovery and to attain the kind of life they desire.

The duties include development of a therapeutic relationship with the consumer, their carer, family members and significant others and providing high quality services consistent with the values, mission and vision of Richmond Wellbeing. Recovery workers are expected to facilitate group work, regular 1:1 recovery work, keeping consumers records according to RW P&P and contributing as part of a team to the constant improvement of RW services.

The duties may vary in line with operational and business requirements.

### Richmond Wellbeing Vision, Purpose and Values

**Our Vision:** A community where everyone has the opportunity to improve their mental health and wellbeing and live a fulfilling life.

**Our Purpose:** We work alongside people to support their mental health, recovery and wellbeing

#### Voice of Hope

We believe hope is a cornerstone of recovery and will always speak out for support and social change for people living with mental health challenges

#### Courage and Compassion

We work in a person-centred manner in which we will demonstrate empathy and kindness to all those we serve.

#### Inclusion and Diversity

We value and respect the diversity of all the people we serve and welcome them into our community.

#### Service Excellence

We always look for opportunities to innovate in order to lead the way in supporting mental health recovery.

### 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>
People Accessing Our Services	<ul style="list-style-type: none"> <li>Promote and encourage contemporary attitude and understanding of personal recovery and person centred practices.</li> <li>Family members, carers and people of significance to the consumer are identified and included as directed by the individual.</li> <li>Recovery enabling groups and individual programs are prepared and implemented for the individuals accessing RW services.</li> </ul>	<ul style="list-style-type: none"> <li>Actively know client support networks. Keep documentation of significant details whilst keeping those details confidential.</li> <li>Keep up to date with best practices in regard to recovery to offer individuals accessing RW services.</li> </ul>
Recovery Plan Support	<ul style="list-style-type: none"> <li>Meaningful recovery plans are developed and reviewed on a regular basis.</li> <li>Provide holistic services that focus on total wellbeing, including physical health, and according to the six Mental Health Outcome Areas.</li> <li>Assist Recovery Support Workers with the implementation of actions towards goals as identified on the consumer's recovery plan.</li> <li>Attend appropriate clinical, administrative and interagency meetings as required.</li> </ul>	<ul style="list-style-type: none"> <li>Consumer's files are being audited on a regular basis to ensure that recovery plans and documentation are of RW Policies and procedure standard and are of the best interest of the client.</li> <li>Actively contribute to required meetings to ensure RW and client goals of recovery are met.</li> <li>Actively pursue professional development opportunities to ensure holistic best practice with clients.</li> </ul>
Group Facilitation	<ul style="list-style-type: none"> <li>Support the planning and implementation of recovery based support groups.</li> <li>Support consumer participation in developing and facilitating groups with the aim towards co-production and consumer led groups.</li> <li>Facilitate groups as required, based on experience, knowledge and ability.</li> </ul>	<ul style="list-style-type: none"> <li>Actively contribute to group planning and development.</li> <li>Participate and/or facilitate groups as required.</li> <li>Document groups in line with RW policy and procedure.</li> </ul>
Service Operations	<ul style="list-style-type: none"> <li>All documentation is completed as per RW P&amp;P and in required timeframes.</li> <li>Actively participate in required internal meetings, supervision sessions/practice reflection sessions and training.</li> <li>Maintenance of RW facilities and property as required</li> <li>All incidents are addressed according to RW's P&amp;P</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>RW facilities are treated with care and the standard in which they are used are to align to RW standards.</li> <li>All incidents are to be reported to the Site Coordinator or if unavailable the Senior Outreach Manager within 24 hours.</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> </ul>	<ul style="list-style-type: none"> <li>A "Safe work" culture operates within Richmond Wellbeing</li> </ul>

	<ul style="list-style-type: none"> <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> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>• Documentation is maintained as per the Policies and Procedures and is accurate, legible and concise.</li> </ul>
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Employee Requirements	
Skills	<ul style="list-style-type: none"> <li>• Experience in facilitating therapeutic groups</li> <li>• Trauma informed practice skills and the understanding of the impact of trauma and literacy around trauma responses.</li> <li>• Ability to facilitate emotional and personal recovery.</li> <li>• Team work and collaboration skills.</li> <li>• Ability to demonstrate authenticity, genuineness and congruence, empathy, trustworthiness, curiosity and flexibility.</li> <li>• Demonstrated ability in negotiating, problem solving, analytical and conflict resolution skills</li> <li>• Demonstrated computer skills</li> <li>• Demonstrated high level written, verbal and interpersonal skills</li> </ul> <p><u>DESIRABLE</u></p> <ul style="list-style-type: none"> <li>• Knowledge of relevant mental health agencies (government and nongovernment).</li> </ul>
Knowledge and Qualifications	<ul style="list-style-type: none"> <li>• University qualification in a health or relevant human services discipline</li> <li>• Current national police clearance.</li> <li>• Current WA driver's license.</li> <li>• Current senior first aid certificate.</li> </ul>
Attitude	<ul style="list-style-type: none"> <li>• Ability to hold hope for recovery</li> <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>• Significant experience in facilitating therapeutic groups</li> <li>• Experience in working in mental health or community services setting</li> <li>• Demonstrated ability to work within a multidisciplinary team environment, promoting total wellbeing and holistic health services</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>