



JOB DESCRIPTION

Key Position Information			Date Reviewed: 14/02/2020
Title	Recovery Support Worker	Department - Location	Subiaco Site
Reports to	Manager Outreach	Award	The Richmond Wellbeing Inc Enterprise Agreement 2016 (or as updated)
Level / Salary	Schads L2.2 Super 9.5%	Basis of Employment	Part-time (Contracted)
Role Purpose			
To provide daily assistance and support to two individuals, who have a dual diagnosis of a MI and ID, to live a life of their choice.			

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 employees, students, volunteers 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"> • Maintain resident safety to ensure that they are free from discrimination, exploitation, abuse neglect and violence. • Report any critical incidents according to RW's policies and procedures. • Provide direct support and encouragement to residents so they can participate in activities and tasks including access to recreational activities, in home support and connect with the community. • Provide a skill development approach in accordance with the resident's plan when conducting all actions. • Work in accordance with the RW medication administration policy, work health and safety. • Ensure that the clients rights are upheld especially with respect to privacy and confidentiality. • Monitor the physical health of clients and understand cues which indicate the client is not physically well. Report any concerns to the Manager. • Provide 1:1 support in response to individual client needs. • Ensure completion of appropriate documentation. Relevant information on support provided is to be recorded in client's records. 	<ul style="list-style-type: none"> • Residents are supported and plans are implemented as required. • Resident 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. • Residents are connected to the community of their choice • Incidents are recorded. • Progress notes are completed at the end of the shift.
<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 framework of the National Standards (Disability and Mental Health Services). • 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. • Maintaining a secure environment for residents within the units. • Report any property or maintenance issues. • Act as fire warden in an emergency to ensure the safe exit of residents. • Supervise the administration of medication as required, and ensure that records are maintained as per RW's P&P. • Carry out cleaning duties as outlined by Manager (shift duties). • Petty Cash administration. • Other duties as directed. 	<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. • Property 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 	<ul style="list-style-type: none"> • Show respect and courtesy in all interactions

	<ul style="list-style-type: none"> • 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"> • Read, understand and seek clarification of relevant Policy and Procedure documents. • Enroll in and complete required Core Training within required time frame. • Duties are completed to organisational standard as outlined by manager.
Occupational Safety and Health	<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 • Utilise any protective equipment provided and as instructed • Work in a safe manner while exercising due care and caution 	<ul style="list-style-type: none"> • A "Safe work" culture operates within Richmond Wellbeing • Documentation is maintained as per the Policies and Procedures and is accurate, legible and concise.

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. ○ Well developed written skills. • Demonstrated computer skills, with experience in Microsoft Office applications • Demonstrated ability to plan, organise and manage daily tasks. • Ability to advocate on behalf of clients when required. • Ability to interpret non-verbal cues especially when assessing physical health.
Knowledge and Qualifications	<ul style="list-style-type: none"> • An understanding of contemporary mental health and disability frameworks. • Understanding of National Standards for Mental Health Services and National Standards for Disability Services. • Relevant Certificate IV TAFE (equivalent or higher) qualification in a human service related field or demonstrated experience. • Current national Police Clearance, First Aid and current Driver's License. • Understanding of the NDIS themes and principles. <u>DESIRABLE</u> • Awareness of relevant Government Departments and community-based agencies that may support recovery. • Knowledge of appropriate legislation
Attitude	<ul style="list-style-type: none"> • Positive attitude towards people experiencing mental distress and disability. • 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