



## JOB DESCRIPTION

| Key Position Information   |                          |                              | Date Reviewed: March 2020                     |
|----------------------------|--------------------------|------------------------------|---|
| <b>Title</b>               | NPSM Transition Worker   | <b>Department - Location</b> | National Psychosocial Support Measures (NPSM) |
| <b>Reports to</b>          | NPSM Program Manager     | <b>Award</b>                 | Richmond Wellbeing Enterprise Agreement 2016  |
| <b>Basis of Employment</b> | Full-time and Fixed Term |                              |   |

### Role Purpose

To enable people living with a severe and persistent mental illness to confidently access the NDIS and to develop support plans that meet their needs.

To provide support for pre-planning in which participants will learn how to exercise choice and control with planning their individual supports and how to effectively engage in support systems.

Support participants to navigate the NDIS application and planning process.

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

### 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   |
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| 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 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 |
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| Richmond Wellbeing Values      | <ul style="list-style-type: none"> <li>• 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</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  | <p>The NPSM Transition worker will ensure that:</p> <ul style="list-style-type: none"> <li>• Individual Recovery Plans are developed and implemented in a co-productive way, one that facilitates choice and control by the individual, and alongside the individual and his or her Carer, family and/or other significant natural supports in accordance with the individual’s choice.</li> <li>• NDIS applicants are fully supported in navigating the NDIS application process</li> <li>• Linkages to other services, supports and community networks are identified and facilitated as required.</li> <li>• Family members, carers and friends and other agencies are included where possible and with the consent of the participant.</li> <li>• Critical incidents and other risk incidents are dealt with according to the organisation’s policies and procedures as well as funding body requirements.</li> <li>• Keep up to date records regarding client notes and submissions.</li> </ul> | <ul style="list-style-type: none"> <li>• Actively communicate with NDIS applicants to let them know of the progress you are making.</li> <li>• Actively involve applicants in the development of their plan. Involve their support networks if permission given by applicant.</li> <li>• Ensure all documentation is done to the standards required by RW policies and Procedures and is legible and concise.</li> </ul> |
| Service Operations             | <ul style="list-style-type: none"> <li>• Establish, develop and maintain working relationships with local communities and service providers.</li> <li>• Establish, develop and maintain working relationships with the NDIS Team.</li> </ul>   | <ul style="list-style-type: none"> <li>• Develop professional relationships with RW stakeholders.</li> <li>• Ensure that RW policies and procedures are adhered to and conduct yourself in a professional manner.</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>• Enroll 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</li> </ul>  |

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|  |  | Procedures and is accurate, legible and concise. |
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| <b>Employee Requirements</b> |  |
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| Skills                       | <ul style="list-style-type: none"> <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 computer skills, with experience in MS Office applications.</li> </ul>  |
| Knowledge and Qualifications | <ul style="list-style-type: none"> <li>• A tertiary-level degree or diploma. Equivalent experience will be considered.</li> <li>• Knowledge of NDIS practices</li> <li>• Knowledge and understanding of the spectrum of challenges that people face in accessing and maintaining links to health services</li> <li>• Working knowledge of statutory requirements relevant to a human services workplace.</li> <li>• First Aid, National Police Clearance and current Drivers Licence</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>• Demonstrated experience in developing and maintaining positive relationships with a wide range of internal and external stakeholders including clinical services</li> <li>• Demonstrated experience in mental health work and a sound understanding of recovery within a human services context.</li> <li>• Experience in a similar role.</li> <li>• Demonstrated experience in successfully managing multiple tasks and meeting strict deadlines.</li> <li>• Access to a roadworthy vehicle as per Policy and Procedure</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> |