



## JOB DESCRIPTION

Key Position Information			Date Reviewed: March 2020
<b>Title</b>	Recovery Support Worker	<b>Department - Location</b>	Outreach Programs
<b>Reports to</b>	Program Manager	<b>Award</b>	The Richmond Wellbeing Inc Enterprise Agreement 2016 (or as updated)
<b>Salary</b>	\$28.19 Super 9.5%	<b>Basis of Employment</b>	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.

<b>Hope</b> We believe that people can and do recover from mental illness, and we strive to promote hope, control, choice and opportunity.	<b>Inclusion</b> 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.	<b>Service Excellence</b> 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.	<b>Compassion</b> 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.
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### 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 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 scheduled conversations with Line Manager and within reflection groups.</li> </ul>

People Accessing our Services	<ul style="list-style-type: none"> <li>• Recovery plans are supported, implemented and considered as 'live' documents.</li> <li>• People are supported to reflect on and work through emotions to promote emotional wellbeing</li> <li>• Adopt a holistic approach which includes physical health and wellbeing</li> <li>• Support people to navigate mental distress</li> <li>• Family members, carers and people of significance to the person (as identified) are included as directed by the individual</li> <li>• All critical incidents are addressed according to RW's policies and procedures.</li> </ul>	<ul style="list-style-type: none"> <li>• Consumers are supported and plans are implemented as required.</li> <li>• Consumer progress is documented according to RW policy.</li> <li>• 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.</li> </ul>
Recovery Plan Support	<ul style="list-style-type: none"> <li>• Work within a person centered, framework towards self-determination, choice and recovery</li> <li>• Develop a rapport with each service user</li> <li>• Support Service Users to develop life skills</li> </ul>	<ul style="list-style-type: none"> <li>• Respond to and communicate with Line Manager or Key Worker in a professional manner that ensures the best outcomes for consumers and the organisation.</li> <li>• Positive relationships are developed and maintained.</li> </ul>
Service Operations	<ul style="list-style-type: none"> <li>• Work within the funding guidelines relevant to each program</li> <li>• All documentation is completed in required timeframes</li> <li>• Actively participate in required internal meetings, scheduled conversations with Line Manager and in training</li> <li>• As part of a team contribute to the development of policies and procedures, best practice and quality improvement</li> <li>• Appropriately use and maintain RW assets and facilities</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>• Contribute in a timely and conscientious manner to organisational processes that enhance the quality of services provided to consumers.</li> <li>• Facilities and assets are maintained.</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>• Attend Core Training and maintain 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 relevant Policy and Procedure documents.</li> <li>• Enrol in and complete required Core Training within required time frame.</li> <li>• Duties are completed to organisational 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 of self and others</li> <li>• Utilise any protective equipment provided and as instructed</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 Procedures</li> </ul>

	<ul style="list-style-type: none"> <li>• Work in a safe manner while exercising due care and caution</li> </ul>	and is accurate, legible and concise.
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Employee Requirements		
Skills	<ul style="list-style-type: none"> <li>• Effective communication skills including:               <ul style="list-style-type: none"> <li>○ The ability to communicate clearly, professionally and respectfully with consumers, families, colleagues, other agency personnel and external stakeholders;</li> <li>○ The ability to communicate one’s feelings and needs</li> <li>○ Developed written skills.</li> </ul> </li> <li>• Demonstrated computer skills, with experience in Microsoft Office applications</li> <li>• Demonstrated ability to plan, organise and manage daily tasks.</li> <li>• A range of skills which enables recovery</li> </ul>	
Knowledge and Qualifications	<ul style="list-style-type: none"> <li>• An understanding of contemporary mental health frameworks related to personal recovery.</li> <li>• Relevant Certificate IV TAFE (equivalent or higher) qualification in a human services related field or demonstrated experience.</li> <li>• Current national police clearance, First Aid and current Driver’s License</li> </ul> <p><u>DESIRABLE</u></p> <ul style="list-style-type: none"> <li>• Awareness of relevant Government Departments and community based agencies that may support recovery.</li> <li>• Knowledge of appropriate legislation and standards</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>	