



## JOB DESCRIPTION

Key Position Information			Date Reviewed: June 2020
<b>Title</b>	Face to Face Care Practitioner	<b>Department - Location</b>	Operations
<b>Reports to</b>	Practice Lead	<b>Award</b>	Individual Employment Contract (or as updated)
<b>Basis of Employment</b>	Full Time		

Role Purpose
<p>To provide services in accordance with the Face to Face care program guidelines, outlined by the Primary Health Network. This role works alongside General Practice within a multidisciplinary team to provide brief interventions and link patients with community service organisations, providing a stepped care service, responding to complex need in the community.</p> <p>The duties may vary in line with operational and business requirements.</p>

### 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.

<b>Voice of Hope</b>	<b>Courage and Compassion</b>	<b>Inclusion and Diversity</b>	<b>Service Excellence</b>
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.	We work in a person-centred way, demonstrating empathy, authenticity, honesty, integrity and human kindness in all our relationships with individuals, families, colleagues and the community.	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.

### 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>
Service Requirements	<ul style="list-style-type: none"> <li>Establish and develop a therapeutic relationship with the patient.</li> <li>Complete assessments including K10+PWI, CANSAS P,</li> <li>Refer to external services or community groups.</li> <li>Promote social inclusion and community participation.</li> <li>Medication management and administration.</li> <li>Work with the GP to develop a GP management plan.</li> <li>Provide psychosocial interventions as required.</li> <li>Link with physical health and wellbeing services.</li> <li>Works in accordance with the recovery framework principles.</li> </ul>	<ul style="list-style-type: none"> <li>Recording patient outcome measures</li> <li>Increased network of supports and services for patients.</li> <li>Family inclusion in care planning increased coordination of services.</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 Procedures and is accurate, legible and concise.</li> </ul>

Employee Requirements	
Skills	<ul style="list-style-type: none"> <li>Comprehensive understanding of supporting individuals living with mental distress in the community.</li> <li>General assessment skills and ability to develop and review care plans, based on assessed need.</li> <li>Able to work autonomously, in partnership with General Practice.</li> <li>Applying recovery principles when supporting patients.</li> <li>Upskilling other service providers.</li> <li>Ability to coordinate care of patients and link them with other service providers.</li> </ul>
Knowledge and Qualifications	<ul style="list-style-type: none"> <li>Relevant Tertiary qualification/AHPRA Registration with Nursing and Midwifery Board of Australia.</li> <li>Occupational therapist or Psychologists eligible for AHPRA registration.</li> <li>Social Worker eligibility for membership/registration with AASW</li> </ul>

	<ul style="list-style-type: none"> <li>• Other mental health specific qualifications relevant to the role.</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	<ul style="list-style-type: none"> <li>• Working with marginalized and disadvantaged groups, including Aboriginal, CaLD and LGBTI.</li> <li>• Providing community mental health services to individuals living with multiple complex unmet needs.</li> <li>• Working in a family inclusive manner.</li> </ul>