



Position Description

Position	Recovery Support Worker
Salary	Dependent on qualifications, skills and experience
Reports to	Team Leader, East Gippsland
Supervises	N/A
Conditions of Employment	In accordance with the Social, Community, Home Care, Disability Services Award, 2010
Status	To be negotiated
Location	Bairnsdale

Organisational Information

within Australia Inc., formerly known as SNAP Gippsland Inc. is committed to excellence, equity and quality in mental health. It achieves this by developing collaborations that generate hope, meaning, self-identity, and responsibility. Established in 1992, **within** is a leader in Psychosocial Rehabilitation Support and Recovery oriented services. We aim to have planned, systematic, evidence-based and best practice approaches to all that we do.

within Australia;

- assists people with mental health problems to manage their own illness experience and motivate them to set goals and lead satisfying and fulfilling lives
- receives funding from the Victorian and Federal Government to deliver Mental Health Community Support Services: Individualised Client Support Packages, Planned Carer Respite services, Mental Health Support for Secured Tenancies, Partners in Recovery and the East Gippsland Mental Health Initiative
- has 4 service outlets which are located in Bairnsdale, Sale, and Leongatha and Orbost
- employs approximately 30 full and part-time staff
- is governed by a community based Board of Governance
- has a history of delivering programs that offer a point of difference

- has adopted four research validated models of service as the agency's method of intervention. The *Collaborative Recovery Model (CRM)* and *Flourish* both have been developed by the University of Wollongong; the *Optimal Health Program (OHP)* has been developed by Healthmaps (formerly Frameworks for Health) and *Action over Inertia* developed by Terry Krupa and colleagues, Queens University, Ontario, Canada. **within** has research partnership agreements with Healthmaps and the University of Wollongong
- actively participates in research
- has been awarded four Australian and New Zealand Mental Health Service Awards since 2007
- is an equal opportunity employer

For further information see website www.withinaustralia.org.au

Our Key Values: Equity, Honesty, Respect, Integrity, Quality, Excellence , Transparency

Expectations of All Staff:

1. Uphold **within's** Vision, Mission and Values and seek ways in which to add value to the organisation.
2. Operate within the formal delegations framework of the organisation and in accordance with organisational policies, procedures and guidelines.
3. Ensure that the CEO is well informed about **within's** business.
4. Maintain a high level of discretion and confidentiality.
5. Develop and maintain effective and professional working relationships with stakeholders and colleagues.
6. Ensure the maintenance of a safe working environment for clients, staff, contractors and visitors. If a work safety issue is identified it is reported urgently to Business Services.
7. Participate in the organisation's CQI related activities and processes.

Service Aim:

To deliver high quality individualised psychosocial, recovery oriented services to people with a severe and persistent mental illness to enable them to live a satisfying life in their community.

Primary Responsibilities & Tasks:

1. To be responsible for the delivery of regular, consistent, services that focus on recovery and encompass the essential elements of hope, meaning, self-identity and responsibility.
2. To competently deliver **within's** chosen models of service and care and seek coaching and supervision on a regular basis.
3. To adhere to **within's** protocols, policies and standard operating procedures.
4. To produce quality client notes in accordance with **within's** policies and procedures.
5. To be well informed and up to date in regard to **within's** protocols, policies and procedures.
6. To engage, include, encourage and develop a working alliance with participants.
7. To work together with participants on their recovery journey by;
 - supporting and coaching participants to meet their recovery goals

- carrying out participant needs assessments, collaborative goal setting and measurement of outcomes
 - acting as a link into the broader community by encouraging and supporting participants to access the wider social, educational, employment and recreational structures
8. Liaise with other relevant service providers, Latrobe Regional Hospital – Mental Health Services, Community Health services, employment services, alcohol and other drug services, respite services, carer support services etc., where appropriate to develop referral pathways, ensure continuity of care and the provision of appropriate and complimentary services. This may include participation in case conferences, development of collaborative recovery and program plans etc.
 9. To maintain data collection requirements and case noting on within's Client Information Management system.
 10. Report any OHS issues.
 11. Participate and assist in the update and maintenance of policies and procedures and the strategic planning processes as required.
 12. Undertake administration tasks including recording client data and referrals electronically, experience with S2S would be an advantage etc.
 13. To carry out other duties as negotiated.
 14. Maintain a current Victorian Driver's licence.

Selection Criteria – skills, knowledge & experience:

1. A genuine respect and commitment to improving the quality of life of people with mental health problems. This encompasses an understanding of the Social Model of Health and Recovery.
2. A strong personal philosophy that reflects the elements of recovery.
3. A clear understanding of mental health issues and of the disabilities associated with mental illness.
4. Ethical work practices and good personal boundaries.
5. A sound knowledge of available community resources.
6. Well-developed organisational skills.
7. A commitment to further study and professional development.
8. Excellent verbal and written communication skills. Computer literacy in Microsoft Office based applications and email/internet etc.
9. Commitment and proven ability to work collaboratively within teams, organisations and with other agencies.
10. A working knowledge of the relevant legislation and service standards, such as the *Mental Health Act 2014*, National Standards for Mental Health Services, the *Information Privacy Act*, *Health Records Act* and Chief Psychiatrists Guidelines.
11. A current Victorian driver's licence.

Performance Standards:

Performance will be measured by:

1. Agreed performance appraisal objectives.
2. The extent to which position and responsibilities are achieved.
3. The degree of professionalism, flexibility displayed.
4. Reliability, quality and courteousness of service delivered.
5. Effective teamwork.

Terms of Employment:

The ongoing nature of this position is dependent on a six-month probationary period and satisfactory performance appraisals linked to agreed outcomes.

Accountability:

The position is accountable to and under the direction of **within's** Team Leader, East Gippsland services.

Qualifications:

A relevant Tertiary qualification. At a minimum the Diploma of Community Services, Mental Health and Alcohol and Other Drugs or other equivalent health related area.

Experience in delivering service to people with a psychiatric disability resulting from a severe and persistent mental illness.

Certification:

- You will be required to provide evidence of your professional qualifications.
- Registration and/or association with a peak professional body.
- Current police check and working with children check.
- A declaration of any pre-existing health issues and any unresolved work cover matters that may impact on the ability to perform the duties as required.
- Current Victorian driver's licence.

Applications:

Please submit an application addressing each of the Key Selection Criteria plus a current Resume detailing the names and contact details of 2 professional referees (supervisor / manager in a current and immediate past position) by Wednesday 21 March 2018 and addressed to;

Monique Cunningham,
Acting Business Services Leader
businessservices@withinaustralia.org.au

Please note that applications cannot be considered unless each of the Key Selection Criteria is addressed.

Applicants will then be short-listed for interview. Referees will be contacted post interview. All applicants will be notified of the outcome of their application.