



Position Description

Position	Recovery Support Assistant
Salary	Dependent on qualifications, skills and experience
Reports to	Team Leader
Supervises	N/A
Conditions of Employment	In accordance with the Social, Community, Home Care, Disability Services Award, 2010
Status	0.8 FTE
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 50 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

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Version No: 6

Authoured By: Chris McNamara

Developed By: Chris McNamara

- 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 service to people with a severe and persistent mental illness to enable them to live a satisfying life in their community.

Primary Responsibilities & Tasks:

1. Undertake routine activities of a support nature under the guidance of a Recovery Support Worker.
2. To be well informed and up to date in regard to the organisational protocols, policies and procedures.
3. Undertake administration tasks including electronically recording client information etc.
4. To carry out other duties as negotiated.

Selection Criteria – skills, knowledge & experience:

1. A genuine respect and commitment to improving the quality of life of people with mental health problems. A developing understanding of the Social Model of Health and Recovery
2. A strong personal philosophy that reflects the elements of Recovery
3. A developing understanding of mental health issues and of the disabilities associated with mental illness
4. Ethical work practices and good personal boundaries
5. A developing knowledge of available community resources
6. Well-developed organisational skills
7. A commitment to further study and or professional development
8. Excellent verbal and written communication skills

9. Demonstrated experience with Microsoft Office and Client Information Management Systems and databases.
10. Commitment and proven ability to work collaboratively within teams, the broader organisation and with other agencies
11. A developing understanding of the relevant legislation and service standards, such as the Mental Health Act 2014, National Standards for Mental Health Services 2010, the Information Privacy Act, Health Records Act and Chief Psychiatrists Guidelines
12. 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** East Gippsland Team Leader.

Qualifications:

- Qualifications and or experience in health, mental health, AOD or community services
- You will be required to provide evidence of your qualifications
- Satisfactory 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:

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) should be received by 5pm 19 February 2018 and addressed to:

Monique Cunningham
Acting Business Services Leader
P.O. Box 635,
BAIRNSDALE. 3875.
or emailed to businessservices@withinaustralia.org.au

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

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.