

Position Description

Position Title	NDIS Recovery Support Worker
Department	Operations
Agreement / Award	Social, Community, Home Care, Disability Services Award 2010
Location	Within Australia – Sale
Salary	\$56,138 per annum (pro-rata). Not For Profit Salary packaging up to \$15,900+ in tax free pay per FBT year.
Status	Part – time

About Within Australia

Within Australia 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 Australia 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
- is a registered provider with the National Disability Insurance Scheme (NDIS)
- has four (4) service outlets which are located in Bairnsdale, Sale, Traralgon and Wonthaggi
- employs approximately 35 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 (4) research validated models of service as the agency's method of intervention
- actively participates in research
- has been awarded four (4) 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 Beliefs

- Community - we make a positive difference in the communities in which we work
- Our People - we value our people and their contribution to our organisation
- Focus - we think globally and act locally
- Sustainability - we work to build a strong and vibrant organisation for future generations
- Equality - we value equality of opportunity for all people

Our Values

- Equity – we strive to treat all people in a fair and impartial manner
- Honesty – we are truthful and sincere in all our relationships
- Respect – we recognise, admire and value the ability, knowledge and input of others
- Integrity – we are always guided by strong moral principles and honesty
- Excellence – we strive to achieve greatness and outstanding service
- Transparency – we will operate in a way that creates openness, trust and clarity
- Success – we will always strive to achieve our goals of helping others lead a better, happier and healthier life

Expectations of All Staff:

- Uphold Within Australia's Vision, Core Purpose and Values and seek ways in which to add value to the organisation
- Operate within the formal delegations framework of the organisation and in accordance with organisational policies, procedures and guidelines
- Ensure that the CEO is well informed about Within Australia business
- Maintain a high level of discretion and confidentiality
- Develop and maintain effective and professional working relationships with stakeholders and colleagues
- Ensure the maintenance of a safe working environment for clients, staff, contractors and visitors
- Participate in the organisation's continuous quality improvement related activities and processes

Position Summary:

The primary purpose of the recovery support worker is to provide high quality and responsive person-led supports to **within's** NDIS participant's, tailored to meet their needs. The delivery of services will focus on walking alongside people on their recovery journey and encompass the essential elements of hope, meaning, self-identity and responsibility.

Primary Responsibilities & Tasks:

This position description is not definitive, it reflects the current requirements of the role. As duties and responsibilities evolve and develop the position description will be amended from time to time in consultation with the incumbent.

Service Delivery:

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 using a strength based approach
2. To engage, include, encourage and develop a working alliance with participants

Authorised By: Haydn Robins

Date Reviewed: September 2020

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3. To work together with participants on their recovery journey by:
 - a) supporting participants to meet their recovery goals
 - b) acting as a link into the broader community by encouraging and supporting participants to access the wider social, educational, employment and recreational structures
4. Undertake administration tasks including recording client data and referrals electronically
5. Facilitate clients to engage in community connections

Quality and Compliance:

1. To adhere to **within's** protocols, policies, standard operating procedures and funding and legislative obligations
2. Advise on Continuous Quality Improvement activities within the recovery support mentoring area
3. To produce quality client notes in accordance with **within's** policies and procedures
4. To be well informed and up to date in regard to **within's** protocols, policies and procedures
5. To maintain data collection requirements and case noting on **within's** Client Information Management system
6. Participate in the update and maintenance of policies and procedures and the strategic planning processes as required

Stakeholder relationships:

1. Liaise with other relevant service providers, Latrobe Regional Hospital – Mental Health Services, Community Health services, employment services, alcohol and other drug services, respite services, and carer support services
2. Where appropriate to develop referral pathways, ensure continuity of care and the provision of appropriate and complimentary services e.g. case conferences, recovery and program planning
3. Promoting positive community awareness of the services provided by **within** and generate a positive attitude in the community towards people with a lived experience of a mental health issue

Internal relationships:

1. Keep their Manager informed about issues and/or positive outcomes achieved with the participants
2. Effectively communicate with team members in a positive proactive manner ensuring consistency and professionalism at all times
3. Undertake regular supervision

General:

1. Other duties as negotiated and directed.

Key Relationships

Reports to:	Manager – Sale
Direct Reports:	N/A
Key Internal Relationships:	NDIS Support Coordinators
Key External Relationships:	NDIA Participants, Stakeholders and Partner Organisations

Key Selection Criteria – Skills, Knowledge & Experience:

- A genuine respect and desire to provide quality person-centered care to with people with mental health problems
- Demonstrated ability and experience in leading and supervising teams

- Demonstrated ability and experience in establishing and maintaining effective collaborations with service providers and stakeholders
- Excellent communication skills with the ability to negotiate compromise and resolve conflict
- Advanced skills in Microsoft Applications, Word, Excel, Email and Internet
- Commitment to working within equal opportunities and anti-discriminatory practice

Personal Attributes:

- Creates a fun and exciting work atmosphere that is driven, hardworking and goal orientated
- Demonstrated ability to work effectively both independently and as part of a team
- Creates a welcoming atmosphere by engaging all people in a friendly and approachable manner
- Works as part of a team and shows professionalism
- Punctual in both attendance on shift and attendance at staff meetings
- Immediately responds to customers' needs or concerns
- Recognises and acts on the need for support and will accept and delegate responsibility when required
- Models, demonstrates and teaches positive values that reflect the organisation's values
- Maintain high standards of presentation and personal grooming

Qualifications and Certifications

Essential -

- Evidence of your professional qualifications
- Current Police Check
- Current Working with Children's Check
- Current Victorian driver's license
- Minimum Level 2 First Aid certification
- 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

Desired –

- A relevant tertiary qualification

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

Conditions of Employment

- The successful applicant will be subject to a Police Records Check
- The successful applicant will hold a current Working with Children Check
- Superannuation benefits are as per the Superannuation Guarantee Act (9.5%)
- All employees may be asked to work early mornings, afternoons, evenings and weekends or be involved in a roster
- The ongoing nature of this position is dependent on a six (6) month probationary period and satisfactory performance appraisals linked to agreed outcomes

Position Description

Position Title	Psychosocial Recovery Coach
Department	Operations
Agreement / Award	Social, Community, Home Care, Disability Services Award 2010
Location	Within Australia – Sale
Salary	\$63,192 per annum (pro-rata). Not For Profit Salary packaging up to \$15,900+ in tax free pay per FBT year.
Status	Part – time

About Within Australia

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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
- is a registered provider with the National Disability Insurance Scheme (NDIS)
- has four (4) service outlets which are located in Bairnsdale, Sale, Traralgon and Wonthaggi
- employs approximately 35 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 (4) research validated models of service as the agency's method of intervention
- actively participates in research
- has been awarded four (4) Australian and New Zealand Mental Health Service Awards since 2007
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Expectations of All Staff:

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- Operate within the formal delegations framework of the organisation and in accordance with organisational policies, procedures and guidelines
- Ensure that the CEO is well informed about Within Australia business
- Maintain a high level of discretion and confidentiality
- Develop and maintain effective and professional working relationships with stakeholders and colleagues
- Ensure the maintenance of a safe working environment for clients, staff, contractors and visitors
- Participate in the organisation’s continuous quality improvement related activities and processes

Position Summary:

The primary purpose of the Recovery Coach is to support **within’s** NDIS participants to take control of their lives and manage the complex challenges of day to day living.

Primary Responsibilities & Tasks:

This position description is not definitive, it reflects the current requirements of the role. As duties and responsibilities evolve and develop the position description will be amended from time to time in consultation with the incumbent.

Service Delivery:

6. 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 using a strength based approach
7. To competently deliver **within's** chosen models of service and care
8. To engage, include, encourage and develop a working alliance between participants and their families, friends and / or carers
9. To work together with participants on their recovery journey by:
 - c) Identifying, planning, and coordinating supports
 - d) supporting and coaching participants to identify, develop and meet their recovery goals
 - e) carrying out participant needs assessments, collaborative goal setting and measurement of outcomes
 - f) acting as a link into the broader community by encouraging and supporting participants to access the wider community
10. Undertake administration tasks including recording client data and referrals electronically
11. Facilitate clients to engage in community connections

Quality and Compliance:

7. To adhere to **within's** protocols, policies, standard operating procedures and funding and legislative obligations
8. Advise on Continuous Quality Improvement activities within the recovery support mentoring area
9. To produce quality client notes in accordance with **within's** policies and procedures
10. To be well informed and up to date in regard to **within's** protocols, policies and procedures
11. To maintain data collection requirements and case noting on **within's** Client Information Management system
12. Participate in the update and maintenance of policies and procedures and the strategic planning processes as required

Stakeholder relationships:

4. Liaise with other relevant service providers, Latrobe Regional Hospital – Mental Health Services, Community Health services, employment services, alcohol and other drug services, respite services, and carer support services
5. Where appropriate to develop referral pathways, ensure continuity of care and the provision of appropriate and complimentary services e.g. case conferences, recovery and program planning
6. Promoting positive community awareness of the services provided by **within** and generate a positive attitude in the community towards people with a lived experience of a mental health issue

Internal relationships:

4. Keep their Manager informed about issues and/or positive outcomes achieved with the participants
5. Effectively communicate with team members in a positive proactive manner ensuring consistency and professionalism at all times
6. Undertake regular supervision

General:

2. Other duties as negotiated and directed.

Key Relationships

Reports to:	Manager – Sale
Direct Reports:	N/A
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- Immediately responds to customers' needs or concerns
- Recognises and acts on the need for support and will accept and delegate responsibility when required
- Models, demonstrates and teaches positive values that reflect the organisation's values
- Maintain high standards of presentation and personal grooming

Qualifications and Certifications

Essential -

- Minimum Certificate 4 in Mental Health and / or a minimum of two years experience in mental health related work
- Current Police Check
- Current Working with Children's Check
- Current Victorian driver's license
- Minimum Level 2 First Aid certification
- 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

Performance Standards:

Performance will be measured by:

6. Agreed performance appraisal objectives
7. The extent to which position and responsibilities are achieved
8. The degree of professionalism, flexibility displayed
9. Reliability, quality and courteousness of service delivered
10. Effective teamwork

Conditions of Employment

- The successful applicant will be subject to a Police Records Check
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- The ongoing nature of this position is dependent on a six (6) month probationary period and satisfactory performance appraisals linked to agreed outcomes

Approval

Position Description Approved by:	Haydn Robins
Position:	Chief Executive Officer
Signed:	
Date of Approval:	

Acknowledgement of Position Incumbent

I acknowledge that I have read and understood the requirements of this position.

Name:	
Signed:	
Date of Acknowledgement:	