

Position Description

Position Title	NPSM Recovery Worker - Transition
Department	Operations
Agreement / Award	Social, Community, Home Care, Disability Services Award 2010 – Level 4.1
Location	Negotiable
Salary	\$37.54 per hour - \$74,179.04 per annum (pro-rata). Not For Profit Salary packaging up to \$15,900+ in tax free pay per FBT year.
Status	Full Time – Contracted until 30 June 2022

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 65 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 NPSM Recovery Worker is to provide short term supports to **within's** clients under the National Psychosocial Support Measure. The delivery of services will focus on assisting clients to understand the National Disability Insurance Agency and aide their transition to the Scheme.

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 transitioning to the National Disability Insurance Scheme, in a one on one and group settings, including:
 - Complete a formal client risk assessment and LSP16 for each client prior to entering the NPSM program and at the conclusion of service
 - Work with NPSM clients through both one to one support, and as part of capacity building groups, to test their eligibility against and apply for the NDIS
 - Facilitate planning meetings and complete handover to NDIS Client Care team
2. To competently deliver **within's** chosen models of service and care
3. To engage, include, encourage and develop a working alliance with clients

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 your role
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. 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
2. 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:	NPSM Recovery Workers, Client Care team and NDIS Support Workers
Key External Relationships:	Stakeholders and Partner Organisations

Key Selection Criteria – Skills, Knowledge & Experience:

- Excellent computer skills
- Effective verbal and written communication skills
- Well-developed organisational skills and able to manage competing priorities
- 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 and emerging person led recovery-oriented practice
- A clear understanding of mental health and of the disabilities associated with mental illness.
- Ethical work practices and good personal boundaries
- Proven ability to work independently and collaboratively within teams, organisations and with other agencies

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
- 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 NDIS Worker Screening 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 NDIS Worker Screening Check
- Superannuation benefits are as per the Superannuation Guarantee Act (10%)
- 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