

Position description

Community Rehabilitation and Support Worker (Supportive Housing) – Towards Home + Geelong

Section A: position details

Position title	Community Rehabilitation and Support Worker (Supportive Housing)
Employment Status	Full Time
Classification and Salary	CSD Level 2 \$61,529 - \$66,116 p.a. (pro rata) dependent on skills and experience
Locations:	Towards Home + Geelong
Hours:	Monday to Friday 9.00am-5.30pm
Contract details:	Maximum Term until 31 December 2020

Organisational context

Neami National is a community-based recovery and rehabilitation service supporting people living with mental illness and psychiatric disability to improve their health, live independently and pursue a life based on their own strengths, values and goals.

We provide services in more than 50 locations, ranging from the inner-city and suburbs to regional and remote parts of Australia.

Our vision is for full citizenship for all people living with a mental illness in Australian society. Our mission is to improve mental health and wellbeing in local communities across the country.

We believe that recovery is an individual process and that with the right kind of support everyone can live a life based on their own strengths, values and goals for the future.

We use an approach called the Collaborative Recovery Model (CRM) to support people through our services. The CRM assists individuals to identify their personal strengths and values, to set goals and then helps them make progress towards achieving them.

We acknowledge Aboriginal and / or Torres Strait Islander peoples and communities as the Traditional Custodians of the land we work on and pay our respects to Elders past, present and emerging. We recognise that their sovereignty was never ceded. Neami National is committed to cultivating inclusive environments for staff, consumers and carers. We celebrate, value and include people of all backgrounds, genders, sexualities, cultures, bodies and abilities. We are an environmentally conscious organisation.

We are a smoke free organisation.

Position overview

Neami National have won two year's funding for a new Victorian Government initiative-Towards Home + as part of the Victorian Homelessness and Rough Sleeping Action Plan (2018). As part of the Action Plan, the government is investing to support the establishment of new services in the areas of highest incidence of rough sleeping throughout the state, inclusive of Geelong. In Geelong, the service will be delivered in full partnership with DHHS, Launch Housing, Bolton Clarke, Wathaurong Aboriginal Co-operative, Uniting Care ReGen and Melbourne City Mission. Neami will establish the following new suite of services:

- Assertive outreach team with flexible brokerage
- Supportive housing team
- Modular unit support

These new services will take a continuum approach towards homelessness and rough sleeping underpinned by recovery orientation and trauma informed practice. These services will incorporate an assertive street level outreach and engagement, intensive case management and housing support at the single unit dwellings. Neami's role is to deliver high intensity, flexible care to these consumers for the duration of the program including providing support with:

- maintaining their tenancy through improved daily living skills
- gain access to clinical health and mental health services
- engaging with local community

This position is part of the Towards Home + Team, a joint initiative led by Neami and partnered with Launch Housing, Wathaurong Aboriginal Co-operative, Uniting Care ReGen, Bolton Clarke and Melbourne City Mission.

Using a client centred approach and focusing on engagement and shared care planning to support people to stay housed, Neami's Supportive Housing Team in Geelong will work in close partnership with the housing provider to deliver an intensive and flexible service that includes:

Individualised client support that offers a flexible approach to longer term engagement in order to build trust. Also using approaches such as the Collaborative Recovery Model, case management will include a clear shared care approach to address complexity within both short and long term needs to maintain housing and engage with services. Neami will work within both short and long term needs to maintain housing and engage with services. Neami will work within a supportive housing partnership with the housing provider to ensure the supported and secure transition of all residents to sustainable long term housing within a two year timeframe.

Site management and community liaison that offers a positive recovery focused environment that engages residents with local community and service networks. Activities will include group based programs and community development projects as appropriate and will be determined by program staff in collaboration with service residents.

The Supportive Housing Unit Team will work intensively to support individuals to establish and maintain their tenancy and support transition to long term housing. They will work with individuals to identify barriers to maintaining tenancy, develop skills necessary for long term accommodation and self-management, connect with family, culture and community networks; and via a collaborative shared care planning approach, engage with primary health, mental health, vocational and other support services. The service will operate Monday to Friday 8am to 8pm with staff rostered to day and evening shifts and allocated to a caseload of up to 3 residents.

Towards Home + workers will have a collaborative team based approach and will report to the Towards Home + Service Manager and the Towards Home + Senior Practice Leader. Towards Home + workers may at any point in time be required to work across the three teams/sites.

Period of employment

Maximum Term until 31 December 2020

Accountability

The Towards Home Community and Rehabilitation Support Workers are accountable to the Towards Home + Senior Practice Leader and Towards Home + Service Manager Geelong.

Conditions of employment

The terms and conditions of employment will be in accordance with the Neami National Employment Agreement – Consumer Service Delivery Level 2: \$61,529 - \$66,116 p.a. (pro rata) p.a depending on experience.

A number of benefits are available to staff, including generous salary packaging with rewarding NFP fringe benefit tax exemptions.

Core requirements prior to any offer, or commencement of employment:

Police check	Criminal record checks are mandatory for all new appointments. Neami National will cover the cost of an Australian check. Where a new employee has lived outside of Australia for 12 months or more within the last 10 years, the cost of an International check will be borne by the applicant (~\$159.00).
Working with Children check	A valid Working with Children check must be supplied by all new employees (employee responsibility).
Car licence	A valid Australian driver's licence (P plate or above) must be supplied by all new employees.
Suitable Vehicle	You may be required to use your own roadworthy vehicle insured to a minimum level covering 3rd party fire and theft (comprehensive cover is recommended). The vehicle must be capable of transporting multiple passengers in a safe manner.
Right to work within Australia	You must maintain a right to work in Australia, in the position and location of employment during your employment with Neami. You must comply with all terms of any such grant of a right to work in Australia.
DWES Check	Disability Workers Exclusion Check Clearance

Section B: application procedure

To discuss the position, please contact:

Name: Susan Taylor, Service Manager Towards Home +

Contact Phone Number: **0438 641 951**

Section C: Key Responsibilities

Using a client centred approach and focusing on engagement, risk assessment and rapport building, Neami's Geelong Supportive Housing Team will deliver a consistent and persistent approach and provide direct support and rehabilitation to consumers that includes:

- To manage the Towards Home transitional accommodation in conjunction with the landlord.
- Engage consumers and develop trusting and professional relationships
- Provide practical support to consumers so that they gain/maintain independent living skills. This includes assistance by coaching skills in cooking, nutrition, personal care, budgeting skills, shopping, maintaining the unit and utilizing public transport
- Engage consumers, using a strengths-based approach to complete a mental health status measurement and a needs assessment.
- Assist consumers to participate in recreation activities and the cultural life of the community by supporting them to develop interpersonal skills
- Using the Collaborative Recovery Model (CRM) protocols work collaboratively with consumers to identify their needs, set goals and develop a plan to meet those goals
- Work within a holistic framework and together with the consumer regularly monitor their progress towards their identified goals
- Plan, facilitate and evaluate group rehabilitation programs
- Follow all WH&S procedures to ensure safe work practices especially in the area of safety in outreach work

Participate fully as a team member

- Using the team approach to support work, cooperate closely with team members in order to ensure continuity of care and provision of a comprehensive service to consumers
- Actively participate in reflective practice through team meetings, decision-making processes, service planning sessions, supervision and staff development activities
- To work, where applicable, in conjunction and engage with the Melbourne based Toward Home sites.

Working with community partners

- Seek to learn about the consumers interests, their connections with family and friends and work together with consumer to build their capacity to be part of their community
- Involve carers, family and friends as identified by the consumer in the individual service plan for the consumer
- Work closely with clinical case managers in order to deliver the best possible comprehensive service to consumers
- Work closely with community welfare staff, cultural and recreation staff and education staff to create opportunities for consumers to participate in community activities
- Co-operate and plan with the community Housing Provider staff to ensure consumers can maintain their accommodation

Maintain records and resources

- Keep accurate and up to date consumer case notes and service utilization record and relevant statistics as required.

Section D: key competencies

Creating diverse staff teams

The values, skills, attributes and commitment of our staff are key to our success and reputation as a national mental health service that provides high quality support services to people living with a mental illness.

We are strongly committed to further developing and diversifying our work force as part of our strategic directions.

We celebrate multidisciplinary teams and value the rich skills and experiences brought by applicants from a range of sectors and professional backgrounds.

Further depth is brought by those from diverse cultural backgrounds, Aboriginal staff, and those with lived experiences of mental illness and recovery, all of whom are strongly encouraged to apply for any roles that match their skills and interest.

The following competency criteria will inform our selection decision:

Adhering to principles and values

- Upholds ethical behaviour, consistent with values as characterised by honesty, fairness responsibility and hope
- Demonstrates integrity and credibility, and fosters open honest communication
- Demonstrates commitment to the organisation and its values

Working with people and building relationships

- Adapts to the team and builds team spirit
- Listens, consults others and communicates clearly and proactively in an open and honest manner
- Adapts communication style to meet the needs of others, using tools such as humour to develop and enhance relationships
- Openly communicates and demonstrates self-insight through an awareness of own strengths and areas for development, and seeks and accepts feedback
- Demonstrates an interest and understanding of others, and relates well to people at all levels
- Establishes respectful professional relationships that have clear boundaries with consumers, staff and partner organisations
- Gains agreement and commitment from others by engaging and gaining respect
- Promotes ideas on behalf of self or others, and supports others to self-advocate
- Manages conflict in a fair and transparent manner
- Clearly conveys organisational knowledge (collects, classifies, and disseminates), providing others with a clear direction

Communicating and facilitating

- Speaks clearly, fluently and honestly to engender trust
- Demonstrates awareness of, and ability to regulate own emotional reactions
- Adapts communication style to meet the needs of others, and identifies changing needs within a group
- Engages a diverse range of people, and facilitates groups with skill and confidence
- Produces new ideas, approaches or insights when working with consumers

- Describes the stages of recovery to facilitate a consumer's understanding of the recovery journey
- Can creatively tailor group activities to engage and meet the needs of participants
- Uses self-disclosure in a purposeful, meaningful and safe way

Planning, implementing, analysing and problem solving

- Manages time effectively, and prioritises appropriately
- Sets clearly defined objectives, and is accountable and proactive about reviewing progress and outcomes with the team
- Exercises common sense, considers all available information, and takes account of broader circumstances in decision making
- Produces workable solutions to a range of problems
- Supports the implementation of organisational goals, while seeking opportunity for organisational improvement
- Purposefully analyses numerical data, verbal data, and all other sources of information
- Demonstrates an understanding of how site specific practices fit into larger organisational structures

Adapting and responding to change and coping with challenges

- Adapts to changing circumstances and responds to the reactions and feedback of others
- Shows respect and sensitivity towards diversity
- Deals with ambiguity, making positive use of the opportunities it presents
- Maintains hope, and role models a positive outlook during challenging times at work
- Demonstrates self-awareness and the ability to self-regulate during difficult situations
- Reflects and accepts feedback, and learns from it

In addition you will need:

- Experience in working with people with a psychiatric disability and complex presentations.
- Experience in working with homelessness
- A clear ability to work within and to develop strong collaborative relationships.
- Experience and the ability to engage consumers and carers in a positive manner.
- The ability to set and maintain clear professional boundaries.
- A commitment to consumers' rights and to consumers' active participation in planning their service
- An ability to work within a multi-disciplinary team
- Excellent communication skills both written and verbal
- A tertiary qualification or experience to a similar level in the areas of health; welfare; allied health or housing
- Computer skills