

Position Description

Recovery Coach

Section A: Position Details

Position title:	Recovery Coach
Employment Status	Casual
Classification and Salary	CSD Level 2 from \$32.22 - \$34.54 per hour depending on skills and experience + casual loading
Location:	Neami Central Coast (Tuggerah)
Hours:	Casual with no fixed hours
Contract details:	Casual

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 54 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.

As an organisation based strongly on our mission, vision and values, Neami is committed to demonstrating the highest standards of safety and quality across all of our services. Neami views quality, safety and clinical governance activities as key components of the role and responsibilities of all staff and an essential process in the provision of safe and high-quality support services to consumers. We are a smoke free organisation.

Position Overview

Recovery Coaches will operate as part of a team to provide outreach services to a range of people who access support in the HASI and CLS services. Recovery Coaches will support consumers to engage in their own personal and unique recovery journey and develop new skills, social connections and improve their wellbeing by engaging them as fellow persons.

The Community Living Support Program (CLS) and the Housing and Support Initiative Program (HASI) offer flexible, community-based support to consumers, so they can better engage with their own psychological recovery journey, enhance physical health and wellbeing and participate in their community of choice. These programs also support people when admitted into hospital to plan transition back to their homes.

The CLS and HASI teams consist of diverse teams made up of support workers, peer workers, employment specialists and work with consumers from the point of intake until the identified goals are achieved. We receive referrals from the local Hospitals and Community Mental health teams, GPs, private practitioners, government and non-government agencies as well as self-referrals from members of the community.

As a Recovery Coach you will possess strong coaching skills and you will draw on your own life experience of enhancing your physical health and wellbeing, overcoming adversity and building personal resilience to inspire and support consumers in their own unique recovery. You will purposefully and safely utilise your life experience to promote a sense of hope and optimism in consumers as well as offering support around engaging other community partner organisations when delivering the best possible comprehensive service to consumers.

Recovery Coaches will utilise evidence-based programs such as the Health and Wellbeing Program; this program draws on a strength based, coaching approach which aims to enhance consumer autonomy and wellbeing. Programs will be delivered to consumers and the broader community.

Recovery Coaches will assist consumers to build on their formal and informal supports and provide useful practical resources that will assist them in managing their wellbeing in the future. Wellbeing Coaches will function within a collaborative team approach and will be supported by regular opportunities to reflect upon their practice and access comprehensive training and development.

Period of Employment

Casual with no fixed hours.

Accountability

Recovery Coaches are responsible to the Senior Practice Leader and Service Manager.

Conditions of Employment

The terms and conditions of employment will be in accordance with the current Neami National Employment Agreement. Consumer Service Delivery Level 2 from \$32.22 - \$34.54 per hour depending on skills and experience, plus 25% casual loading

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.
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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.
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.
Mental Health qualification	It is a requirement that you hold, and provide Neami evidence of, a Mental Health (or equivalent Human Services or Community Services) qualification of Certificate IV level or above.

Section B: key responsibilities

Quality and Safety

- Collaborate with management and the team in continuous improvement in the quality and safety of the service and outcomes for consumers
- Support Neami's Quality and Safety Framework and its core pillars including consumer participation, evidence-based practice, risk management and recovery quality orientated services
- Meet appropriate occupational health and safety standards and follow all OH&S procedures to ensure safe work practices, especially in the area of safety in outreach work
- Ensure relevant risks are identified and risk management plans are developed in collaboration with consumers to appropriately mitigate risk
- Ensure documentation is compliant with Neami's guidelines (risk assessments, wellness plans, Riskman incident reporting system)

Bringing your life experience, knowledge, skills and abilities

- Possess a sound understanding of the principles and processes of psychological recovery and how to relate to individuals' unique experiences
- Having a sound understanding of how you built your personal resilience and how you have overcome difficulties in life – this includes dealing with complex situations and getting through them and the ability to share your experience of improving social and emotional wellbeing with others
- Ability to share your life experience of enhancing your physical health and wellbeing as well as engaging in the broader community to build toward achieving optimal health and wellbeing
- Engage in training and ongoing professional development in safe and purposeful disclosure

Provide recovery coaching to consumers within their communities

- Engage consumers in their communities and develop trusting and professional relationships by building a coaching partnership which is relational and collaborative
- Engage consumers using a strengths-based approach to amplify choice, voice and decision making about what matters to them, enhance skills and confidence to do so as well as supporting access to resources to take action

- Provide direct practical support to consumers so that they gain/maintain independent living skills. This includes supporting consumers linking in with relevant services including NDIS, Mental Health, DV support, employment and other relevant services
- Assist consumers to participate in recreation activities and the cultural life of the community by supporting them to develop interpersonal skills
- Plan, facilitate and evaluate the Health and Wellbeing Program
- Plan, facilitate and evaluate Coaching for Physical Health and connect to the GP programs
- Plan, facilitate and evaluate programs such as the Health and Wellbeing Program, Skin Smart, Tobacco Awareness, Oral Health
- Together with the consumer, regularly monitor their progress towards their identified goals
- Work within a holistic framework, considering the needs of consumers, family, carers and other members of the community to ensure tangible rehabilitation outcomes

Participate fully as a team member

- Use the team approach to support work and cooperate closely with team members 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 session, supervision and staff development activities
- Assist the team to further develop best practice, review and develop policies, and project submissions
- Assist the team to regularly evaluate the effectiveness of the service in consultation with consumers
- Support Neami National's efforts in reducing our impact on the environment and work towards a sustainable future

Working with community partners

- Seek to learn about the consumer's interests, their connections with family and friends and work together with consumers 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 to deliver the best possible comprehensive service for consumers
- Work closely with community welfare staff, cultural and recreation staff and education staff to create opportunities for consumers to participate in community activities
- Cooperate and plan, together with community housing provider staff, to ensure consumers can maintain their accommodation
- Promote the new service delivery model and lead the implementation of the Health and Wellbeing Program with community partners

Maintain records and resources

- Collect, collate and maintain data on consumer contact
- With team members collect information on community resources
- Regularly report to the Service Manager and Senior Practice Leader regarding achievement of work plan

Section C: 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 heritage, 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 behavior, consistent with values as characterized 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 contributes to a positive team dynamic
- Listens, consults others and communicates proactively to address conflict
- Develops and openly communicates self-insight such as an awareness of own strengths and areas for development
- Clearly conveys opinions and information verbally
- Establishes respectful professional relationships that have clear boundaries with consumers, staff and partner organizations
- Demonstrates an interest and understanding of others and relates well to people at all levels
- 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

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, organising and problem solving

- Manages time effectively
- Sources and organizes resources required for a task
- Is accountable and proactive about reviewing progress and outcomes
- Appropriately follows instructions from others and understands and respects authority
- Exercises common sense in making judgments and seeks solutions to problems

Adapting and responding to change, and coping with challenges

- Adapts to changing circumstances and responds to the reactions and feedback of others
- Adapts interpersonal style to suit different people or situations
- Shows respect and sensitivity towards diversity
- Deals with ambiguity, making positive use of the opportunities it presents
- Puts appropriate boundaries around personal issues
- Maintains a hopeful and positive outlook even during challenging times at work
- Demonstrates self-awareness and ability to reflect and handle feedback well and learn from it

In addition, you will need:

- Cert. IV or above
- Training in coaching
- Computer literacy
- Current Australian driver's license