

## Position description

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# Community Rehabilitation and Support Worker

## Section A: position details

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| Position title:            | Community Rehabilitation and Support Worker  |
| Employment Status:         | Part Time and Full Time positions available (0.6FTE – 1 FTE)   |
| Classification and Salary: | CSD Level 2 from \$63,670 - \$68,264 pa (pro rata) dependent on skills and experience                      |
| Location:                  | Neami Hendon   |
| Hours:                     | 7 Day Rotating Roster (hours between 8am – 8pm; based on consumer needs, however mainly 9:00am – 5:30pm)   |
| Contract details:          | Maximum Term Contract until 30 June 2021 (Parental Leave Backfill), subject to 6 month probationary period |

## 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 over 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.

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

The Community Rehabilitation and Support Worker will work within the Intensive Home Support Services (IHSS) program. IHSS is aimed at people aged 16 years and over who have experienced acute episodes of mental illness. In practice, people often have a range of other complex needs as well. Each person is provided with up to three months of intensive support in their home either after leaving a hospital as a way of 'stepping down', or 'stepping up' to receiving support as a way to avoid a hospital admission. Referrals are made through community mental health teams.

IHSS is provided 7 days a week from 8am-8pm. The hours of service will reflect the needs of the consumers and therefore some extended hours coverage is expected.

Community Rehabilitation and Support Workers provide a range of rehabilitation and support to consumers, tailored to meet their individual needs. Neami National's work with consumers occurs within their own community of friends, family and neighbourhood. You will work closely with clinical case managers and other community partner organisations in order to deliver the best possible comprehensive service to consumers. Community Rehabilitation and Support Workers at Neami National function within a collaborative team approach and are supported by regular opportunities to reflect upon their practice and access comprehensive training and development.

## Period of employment

Maximum Term Contract until 30 June 2021 (Parental Leave Backfill), subject to 6 month probationary period.

## Accountability

The Community Rehabilitation and Support Worker is accountable to the Service Manager and Senior Practice Leader.

## Conditions of employment

The terms and conditions of employment will be in accordance with the Neami National Employment Agreement – CSD Level 2 from \$63,670 - \$68,264 pa (pro rata) dependent on skills and 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:

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| <b>Police check</b>                   | 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. |
| <b>Working with Children check</b>    | A valid Working with Children check must be supplied by all new employees  |
| <b>Car licence</b>                    | A valid Australian driver's licence (P plate or above) must be supplied by all new employees.  |
| <b>Right to work within Australia</b> | 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.  |

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| <b>Mental Health qualification</b> | It is a requirement of the Community Rehabilitation and Support Worker (CRSW) position 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, or complete such a qualification within 2 years of your commencement of employment. |
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## Section B: key responsibilities

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### Provide direct support and rehabilitation to consumers within their community

- Engage consumers and develop trusting and professional relationships
- Provide direct practical support to consumers so that they gain/maintain independent living skills. This includes assistance by sharing skills in cooking, nutrition, personal care, budgeting skills, shopping, maintaining the home, utilising public transport
- Assist consumers to participate in recreation activities and the cultural life of the community by supporting them to develop interpersonal skills
- Engage consumers, using a strengths-based approach to complete a mental health status measurement and a needs assessment.
- 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
- Together with the consumer regularly monitor their progress towards their identified goals
- Plan, facilitate and evaluate group rehabilitation programs
- Work within a holistic framework taking into account the needs of consumers, family, carers and other members of the community in order to ensure tangible rehabilitation outcomes
- Follow all OH&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 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 efforts in reducing our impact on the environment and work towards a sustainable future

## 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
- Cooperate and plan together with community housing provider staff to ensure consumers can maintain their accommodation

## Maintain records and resources

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

## Section C: key competencies

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### 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 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 organisations
- 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 organises 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:

- Computer literacy
- Current Australian driver's licence
- Provide Neami evidence of a Mental Health (or equivalent Human Services or Community Services) qualification of Certificate IV level or above, or complete such a qualification within 2 years of your commencement of employment.