

Position Description

Recovery Coach- NDIS Psychosocial Support

Section A: Position Details

Position title:	Recovery Coach – NDIS Psychosocial Support
Employment Status	Casual Position, Bunbury WA
Classification and Salary	CSD Level 2 from \$63,670 - \$68,264 per annum (pro rata) depending on skills and experience + Super
Location:	Neami National- Bunbury, WA
Hours:	7-day rotating roster between the hours of 8AM and 8PM
Contract details:	Maximum Term Contract to 30 June 2021 with possibility of extension

Organisational Context

Neami National is a community-based recovery and rehabilitation service supporting people living with mental illness and psychosocial disability 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 purpose is to enable people aged 16 to 65 living with mental health issues to achieve the outcomes that they value.

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.

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 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 and a smoke free organisation.

We are a smoke free organisation

NDIS Overview

Neami National is a National Disability Insurance Scheme (NDIS) service provider. The introduction of NDIS marks a significant change in how disability services are funded, introducing a competitive market for disability services. In WA we currently deliver Support Coordination and Therapeutic Supports under NDIS, this allows our team to develop expertise in supporting people under the NDIS, and to tailor our way of working to make sure it's suited to the NDIS.

With the addition of thousands of new consumers joining the scheme, comes the need for a workforce designed specifically to cater to these consumer's needs.

Position Overview

Recovery Coach is a newly funded line item in NDIS plans. As a Recovery Coach you will possess strong coaching skills and you will draw on your own life (lived or learned) experience of enhancing 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 Collaborative Recovery Model (CRM) to draw on a strength based, coaching approach which aims to enhance consumer autonomy and wellbeing. Recovery coaches will provide support to consumers to increase their independence, social participation and economic participation. People will be assisted to take more control of their lives and to better manage complex challenges of day to day living.

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. Recovery 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

Maximum Term contract until 30 June 2021 with possibility of extension, subject to a 6-month probationary period.

Accountability

Recovery Coaches are responsible to the Team Leader- NDIS Services and Regional Manager- Community Services. The position is a casual position with a possibility of becoming part-time and can be required to work between 8:00am-8:00pm Monday – Sunday, depending on consumers preferred day and time.

Conditions of Employment

The terms and conditions of employment will be in accordance with the current Neami National Employment Agreement- CSD Level 2 from \$63,670 - \$68,264 per annum (pro rata) depending on skills and experience + Super

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 however, the presence of a police record does not automatically preclude an applicant from employment with Neami. 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.
Working with Children check	A valid Working with Children check must be supplied by all new employees
Car licence	A valid Australian driver's licence (P plate or above) must be supplied by all new employees.
Suitable Vehicle	A 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.

Qualification Requirement:

A minimum level of qualifications and experience:

- Certificate IV in Mental Health Peer Work or Certificate IV in Mental Health, Community Services, other related health fields (E.g. Psychology, OT, Nursing, Social Worker) or similar training, and/or
- Two years of experience in mental-health related work.

Section B: Key Responsibilities

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 and decision making about what matters to them, enhance skills and confidence to do so as well as supporting access to resources to act.
- Engage with consumers to reach a shared understanding of their goals, priorities, strengths and resources, and possible barriers that might be experienced. Equipped with this shared understanding and consistent with the expressed preferences, recovery coaches will support participants to gain maximum benefit from their NDIS plan by linking with NDIS providers and other relevant supports including clinical mental health.
- Developing recovery-enabling relationships, based on hope and supporting the person with their recovery planning and collaborating with a broader support system.
- Coaching to increase recovery skills and personal capacity, including motivation, strengths, resilience and decision-making.
- Collaborating with the broader system of supports to ensure supports are recovery oriented.
- Supporting engagement with the NDIS, including support with plan implementation.
- Assist consumers to participate in recreation activities and the cultural life of the community by supporting them to develop interpersonal skills.

- Supporting the consumer to understand their human rights and supporting them to build up their capacity for self-advocacy.
- 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.

Bringing your life (lived or learned) 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 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.

Coordinating Support Services

- Accept referrals and engage NDIS consumers
- Engage with individual consumers and collaboratively implement the individually funded NDIS plan.
- Provide initial assistance linking consumers to appropriate providers to meet the needs identified in their individually funded package plan.
- Coordinate a range of supports including informal, mainstream and funded providers. supporting the person to understand and make the best use of the funded supports in their NDIS plan.
- Providing support to the person to negotiate with providers on service options that best meet their preference.
- Ensuring that service agreements and service bookings are completed as appropriate.
- Engage informal and formal support networks, resolve points of conflict or crisis to develop consumers capacity and resilience within their own network and community.
- Develop intervention plans for implementation by support workers as required.
- Provide regular feedback and reports to the NDIS and participate in the review of the package as required working with the person to adjust their NDIS plan budget and supports where there is a change in support needs, including initiating a NDIS plan review, where needed.

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.
- Assist the team to regularly evaluate the effectiveness of the service in consultation with consumers.

- Support Neami Nationals 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 and other stakeholders to deliver the best possible comprehensive service for consumers.
- Supporting linkages and continued engagement with the broader service system - Assistance to build the capacity to access, engage, maintain engagement with different service systems, particularly health, housing, education, employment, financial supports, family supports and physical health care services.
- 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 Recovery Coaching with community partners.

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 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).

Maintain records and resources

- Collect, collate and maintain data on consumer contact within the specified time.
- Provide progress and end of plan report to NDIS as stated in consumers NDIS plan.
- With team members collect information on community resources.
- Regularly report to the Team Leader and Regional Manager 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:

- High level of Computer literacy
- Current Australian driver's license
- Access to internet and OHS compliant workstation to effectively work from home.
- Your own vehicle (or regular access to one) that is fully registered and insured.

Section C: Key Performance Indicators

- Effective time management and balancing of workload to consistently achieve a minimum 80-85% staff billable efficiency of total worked hours.
- Accurate budget management of participants NDIS Plan, providing transparency to participants and your line manager, with a nil overspend (without prior Regional Manager or State Manager approval).
- Actively demonstrate efforts made towards assisting participants to achieve their goals.
- Accurate and timely management of Neami and NDIS reporting, including, but not limited to: Service Agreements, Risk Assessments, completion of CRM tools, NDIS progress report and End of Plan final report.
- Accurate and consistent case noting to be captured within 24 hours of service delivery.
- Management of billing errors to not exceed 3% or not greater than the NDIS National average.
- Billing error correction within two working days from notification.
- Timely completion of required NDIS training and compliance activity as directed by Neami management with a target completion of 100% for all mandatory training.

Important Information: This position description is based on current guidelines provided by NDIS related to Recovery Coaching funded line item in a consumers NDIS plan. It is expected that the NDIS will release a complete framework for Recovery Coaching in early 2021. Once the framework is released and reviewed, there may be changes to the roles and responsibilities of a Recovery Coach. In such an event, Neami will discuss and consult the implications of those changes with you before modifying the position description.