Position Description

Community Rehabilitation and Support Worker (Overnight)

Section A: Position Details

Position Title:	Community Rehabilitation and Support Worker (Overnight)
Employment Status:	Full Time/Part Time
Classification and Salary:	CSD Level 2 $63,670 - $68,264 per annum (pro rata) dependent on skills and experience
Location:	Neami Kalgoorlie Step Up/Step Down
Hours:	7 Day Rotating Roster consisting of evening and overnight shifts
Contract Details:	Maximum Term Contract until 30 June 2025

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.

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.

We are a smoke free organisation.

Position Overview

The Kalgoorlie Step Up/Step Down Service is a 10 bed, maximum 28 day stay facility, that provides a Step Up/Step Down option for people who are becoming unwell or are still recovering from an acute illness and need a short period of additional support and consolidation to complement their treatment and support.

The Kalgoorlie Step Up/Step Down is operated by Neami in partnership with WA Country Health Service. The Step Up/Step Down Service will accept referrals from the Goldfields region. During their stay consumers are assisted to develop a wellness plan including relapse prevention. The staff team at Kalgoorlie Step Up/Step Down will consist of a Manager, a Senior Practice Leader, Community Rehabilitation and Support Workers (CRSWs), an AOD Liaison Worker, Peer Support Worker (PSW), and Administration Support. The facility is staffed 24 hours per day, 7 days per week and operates on a 7 day rotating roster consisting of morning and afternoon and evening shifts.

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. This position specifically undertakes overnight work in which there is an active (awake) and passive (sleep) component of the work.

Period of Employment

Maximum term contract until 30 June 2025, subject to 6-month probation period (where applicable).

Accountability

The CRSW 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 – Consumer Service Delivery Level 2: $63,670 - $68,264 per annum (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:

Police check	Whilst criminal history checks are completed as part of the recruitment process, the presence of a conviction does not exclude an individual from being employed with Neami. In cases of a criminal history, a staff risk assessment will be completed. 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 WA 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.

Section B: Key Responsibilities

Provide Direct Support and Rehabilitation to Consumers

- Engage consumers and develop trusting and professional relationships
- Provide direct practical support to consumers overnight to ensure they feel safe and supported
- Assist consumers in their evening routine and offer support in the event of distress overnight
- Engage consumers, using a strengths-based approach
- 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

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 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 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 criteria will inform our selection decision:

Adhering to Principles and Values

- Upholds ethical behavior, identify 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
- Develops and openly communicates self-insight such as an awareness of own strengths and areas for development
- 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
- Manages conflict in a fair and transparent manner

Communicating and Facilitating

- Speaks and conveys opinions 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
- 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
- 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
- Shows respect and sensitivity towards diversity
- Deals with ambiguity, making positive use of the opportunities it presents
- 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
- Drivers Licence