

## Position description

---

# Community Rehabilitation and Support Worker Wadamba Wilam

## Section A: position details

---

Position title:	Community Rehabilitation Support Worker (CRSW)
Employment Status:	Full Time
Classification and Salary:	CSD Level 2 from \$63,670 - \$68,264 per annum (pro rata) dependent on skills and experience
Location:	Neami Fairfield
Contract details:	Maximum Term Contract until 30 June 2022

## 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

Community Rehabilitation and Support Workers provide a range of rehabilitation and support to consumers, tailored to meet their individual needs. 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.

**The CRSW role includes responsibility of supporting Wadamba Wilam consumers by working collaboratively within a multi-disciplinary team to provide health, housing, cultural, healing & recovery support.**

Below is the overview of Wadamba Wilam:

Wadamba Wilam is based at Fairfield and consists of a Service Manager (Neami), Aboriginal Social and Emotional Wellbeing worker (VAHS), Mental Health Nurse Practitioner (Northern Area Mental Health Service), an Alcohol and Other Drugs (AOD) clinician (Uniting Care/ReGen), two Community Rehabilitation Support Workers (Neami) and a part time consultant psychiatrist (NAMHS). The team offers a holistic, Social and Emotional Wellbeing focused intensive outreach service for **Aboriginal people over 16 years of age**, in the municipalities of Darebin and Whittlesea who experience severe and enduring mental illness and homelessness.

The service acknowledges the substantial, pervasive and continuing negative impacts of colonisation and past government policies on the mental health and Social and Emotional Wellbeing of Aboriginal Victorians. Aboriginal Victorians are also more likely than other Victorians to experience a range of individual, interpersonal, social and cultural consequences of ongoing trauma, racism and discrimination.

## Accountability

The Community Rehabilitation and Support Worker is accountable to the Wadamba Wilam Service Manager

## Conditions of employment

The terms and conditions of employment will be in accordance with the Neami National Employment Agreement – Consumer Service Delivery Level 2 from \$63,670 - \$68,264 p.a (pro rata) depending 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:

<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 (employee responsibility).
<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.
<b>DWES Check</b>	Disability Workers Exclusion Check Clearance

## Section B: Key Responsibilities

### Provide direct support to Neami consumers

This aspect of the CRSW's role is to provide flexible support to Neami consumers for the duration of the program. CRSW will support consumers:

- To maintain their tenancy through improved daily living skills

- Conduct outreach to consumers who are experiencing homelessness
- Work within a culturally sensitive and safe manner with Aboriginal Victorians
- Using a strengths-based approach and develop trusting and professional relationships
- By working within a holistic framework considering the needs of consumers, family, carers and other members of the community to ensure tangible rehabilitation outcomes
- By using the Collaborative Recovery Model (CRM) protocols, work collaboratively with consumers to identify their needs, set goals and develop a plan to meet those goal
- By following all OH&S procedures to ensure safe work practices.

### Participate fully as a team member

- Using the team approach to support work, cooperate closely with Wadamba Wilam 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

- Commitment and capacity to engage with the Victorian Aboriginal 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 Responsibilities

---

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

- To manage the tenancies in conjunction with relevant housing providers.
- Engage consumers and develop trusting and professional relationships
- Actively engage in capacity building with consumers to work towards sustainable change to gain/maintain independent living skills.
- Assist consumers to develop interpersonal skills to enable meaningful community linkage, such as recreational activities and participation in cultural life of community.
- Engage consumers, using a strengths-based approach to complete relevant mental health assessments measurement and needs assessment.
- Operate within the Collaborative Recovery Model (CRM) to support people throughout the program.
- Together with the consumer regularly review their progress towards their identified goals
- Plan, facilitate and evaluate group recovery programs.
- Work within a collaborative holistic framework to provide intensive, flexible and wraparound support taking into account the needs of consumers, family, culture, carers and other members of the community in order to ensure tangible recovery outcomes.
- Provide Intensive case management support to consumers experiencing homelessness. This may include:
  - Crisis and risk management
  - Coaching/motivational interviewing
  - Life skills training
  - Advocacy, particularly around housing needs
  - Secondary consultation where appropriate
  - Completion of Victorian Housing Register (VHR) application forms
  - Intensive post housing support.
  - Referral and linkage to relevant support services using a collaborative shared care approach. Staff will develop a person centered, co-ordinated shared care plan. This will include supporting engagement with mainstream community services such as primary health care (GP's), clinical mental health services, employment services, legal services and the NDIS. The CRSW may be asked to follow the consumers through the journey of service delivery
- 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

## Working with community partners

- Work together with consumer to build their capacity to be part of their community.
- Work collaboratively with Victorian Aboriginal Community partners
- Involve carers, family and friends as identified by the consumer in the individual service plan for the consumer

- Work closely with all relevant supports in order to deliver the best possible comprehensive service to consumers
- Collaborate and plan with relevant Housing Provider staff to ensure consumers can maintain their tenancy.

### 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
- Demonstrates an understanding of how site specific practices fit into larger organisational structures

In addition, you will need:

- Computer literacy