

POSITION DESCRIPTION

Position Title	Community Rehabilitation and Support Worker
Reporting To	Service Manager
Employment Status	Casual
Classification	Consumer Service Delivery Level 2
Team/Service	Step/ Step Link- Mascot
Direct Reports	Not Applicable
Date	August 2021

PROGRAM OVERVIEW

Neami National, in conjunction with Bridge Housing, Women's Housing Company Limited and Metro Housing are establishing the Family and Community Services funded, Supported Transition and Engagement Program (STEP). Built on the success of the Way2Home service, Neami's STEP program forges partnerships and develops housing pathways for those experiencing primary and secondary homelessness in the Sydney region.

Join our team and share the unique opportunity of contributing to the development of an innovative service. STEP is a housing first approach to support people who sleep rough to secure long term housing and be provided wrap around support to remain housed. As a Community Rehabilitation and Support Worker (CRSW) in the Mascot team, you will be supporting people who sleep rough in Sydney to move into safe and secure accommodation and provide them wrap around support to assist them to remain housed.

POSITION OVERVIEW

As a CRSW, you will 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 homelessness and mental health service 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.

THE POSITION

Key position Responsibilities, Duties and Accountabilities

- Engage consumers and develop trusting and professional relationships
- Provide direct wrap around support to consumers so that they gain/maintain housing and independent living skills. This includes assistance by sharing skills in cooking, nutrition, personal care, budgeting skills, shopping, maintaining the home, utilising public transport
- Provide culturally sound support to consumers of diverse backgrounds

- 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 and trauma informed 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
- Engage with and provide support to consumers in line with the Collaborative Recovery Model (CRM)
- Work closely with clinical case managers and other community partner organisations to deliver best possible comprehensive service to consumers
- Plan, facilitate and evaluate group rehabilitation programs
- Work within a holistic framework considering the needs of consumers, family, carers and other members of the community to ensure rehabilitation outcomes
- Using the 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
- 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.
- Ensure records management obligations are met, in accordance with Neami National policies and procedures. This includes the retention of hardcopy and/or electronic records and ensuring files are accurate and kept up-to-date.
- Commitment to understand service consumer data requirements and to collaborate with consumers to gather relevant data.
- Consideration of individual and aggregated consumer data to inform practice and continuous service improvement.

ORGANISATIONAL ACCOUNTABILITIES

- Act at all times in accordance with the Neami National code of conduct
- Work in accordance with Neami National policies and procedures, including adhering to policies on Privacy and Confidentiality and Records Management
- Follow safe work practices for self and others and comply with Neami National Occupational Health and Safety management processes
- Ensure risks are identified, reported, documented and appropriately managed in accordance with Neami Group policies to ensure safe and effective services.
- Proactively work towards achieving individual and team goals, whilst demonstrating Neami National core competencies and values
- Actively engage in Professional Development opportunities and embrace learning opportunities
- Take an active role in promoting and generating quality improvements processes within your area of responsibility and more generally across the organisation

- Have a commitment to promoting a diverse and inclusive environment for all staff, consumers and carers.
- In addition to the position description accountabilities, all staff are expected to undertake any reasonable tasks as directed

THE PERSON

Experience, Knowledge, Qualifications, Skills and Attributes

- *Essential*
- A valid and current Australian Driver's license
- Current Police Check
- A valid and current Working With Children Check
- Experience and working knowledge of homelessness
- Uphold ethical behaviour, consistent with the values of honesty, fairness, responsibility and hope
- Demonstrate integrity, credibility and foster open communication
- Positively listens and consults with others to proactively address conflict
- Demonstrates an interest and understanding of others and relates well to people at all levels
- Demonstrates self-awareness and ability to reflect and handle feedback well and learn from it
- Proven ability to work autonomously with minimal supervision and to prioritise multiple tasks to meet conflicting deadlines.
- Proven ability to maintain confidentiality and build trust to deal with sensitive and difficult situations in a diplomatic manner
- Ability to work productively in a fast paced, changing and agile environment
- Ability to establish respectful professional relationships that have clear boundaries with consumers, staff and partner organisations
- Ability to adapt communication style to meet the needs of a diverse range of people, and identifies changing needs within a group

ACKNOWLEDGEMENT OF POSITION DESCRIPTION

This position description is current at date of approval. It may change from time to time to reflect operational needs and changes to organisational reporting relationships.

By signing your employment agreement, you acknowledge that you have read, understood and accept the responsibilities and accountabilities as outlined above in this position description.