

POSITION TITLE:	Recovery Support Worker
FTE:	1.0 (38 hours per week)
CLASSIFICATION:	Band 3.1.2
DIVISION:	Community Services & Business Development
PROGRAM:	Trauma & Recovery
LOCATION:	Narre Warren, as well as work performed at the request of the organisation at any Windermere location. Flexible working arrangements are available
TENURE:	1 x 6 months and 2 x 12 months
DATE:	July 2021

1. ABOUT WINDERMERE

Windermere is an independent community service organisation, working across south east Victoria to help those who need it most. Since our beginning more than 150 years ago, we have been working to create a stronger, more connected and supported community. Our support comes in many forms as we work together to find the right solutions for the many and varied complex issues faced by children, families and individuals in our community.

Our aim is to get in early by providing programs and services within five primary areas:

- Family Wellbeing to create positive behavioural changes, greater understanding and respond to violence and/or neglect
- Childhood Development, Education & Support including child care and services for children and adults with developmental delays and disability
- Assistance and support for victims of trauma, assault and/or violent crime
- Community Strengthening designed to respond quickly to critical and emerging needs.
- Homelessness services to support individuals and families to secure and maintain accommodation and to build capacity to reduce the cycle of homelessness

We believe that everyone is someone in our community and that is reflected in our approach with those we work with every day. Whilst we receive funding for some services from state and federal governments, others are funded solely by donors and sponsors to whom we are truly grateful.

2. OUR PURPOSE, VISION AND VALUES

Our Purpose:

We get in early to make a difference in the lives of individuals, families and communities

Our Vision:

A stronger, connected and supported community

Our Promise:

Our many services working together with you for a better life

3. KEY RESULT AREAS, RESPONSIBILITIES AND PERFORMANCE MEASURES

Key Result Areas	Responsibilities	Performance Measures
<p>Operational day to day service provision of The Recovery Support Program</p>	<ol style="list-style-type: none"> 1. To make intake contact with assigned family/individual within 1 business day. 2. Effectively and sensitively engage with families/individuals who have experienced significant trauma, loss and grief. 3. Conduct outreach to families/individuals that have been directly impacted by the community disaster through visits, phone contacts and care team meetings. 4. To complete a comprehensive assessment of the family/individual needs. 5. Develop a clear action plan with the family/individual indicating action needed, responsibilities where it is made clear what is being done, when and by whom and timelines. 6. To monitor and evaluate short and long term interventions for clients. 7. Provide personal support, meet immediate needs, provide information, and undertake referral and application processes for services as needed. 8. Facilitate and work on behalf of the individual/family to problem solve issues, advocate to obtain services where individuals or families find it difficult to act on their own behalf to access services. 9. Demonstrate ability to recognise and manage own emotions whilst managing a caseload of complex client needs. 10. Role model high standards of professional practice and conduct in client service delivery, working in partnership with colleagues and agencies. 11. Work closely with service partners to establish and maintain multi-service approaches that address individual plans. 12. Facilitate and present information to other stakeholders to promote knowledge and understanding of issues relating to the case management individuals and families. 13. Develop and maintain client records and data and any other relevant documentation in line with case management guidelines and Bushfire 	<ul style="list-style-type: none"> • Complete all program specific administrative tasks within the required time frames • All data is entered onto designated service databases, including excel spreadsheets and Crisis Works • Complete intake and assessment paperwork • Recovery Support consumer details including case notes entered within 3 working days • Care plans drawn up as discussed with Recovery Support consumer, subject to regular monitoring and review • Assist in the review of the resource directory • Provide Intake as per rostered duty • Provide Outreach services in response to Recovery Support consumer preference and at other nominated sites • Provide consistent information in relation to resources available and eligibility for financial assistance • Seek out opportunities to inform and advocate

	<p>Recovery Service operating instructions.</p> <p>14. Provide progressive summary reports as requested to Team Leader, Recovery Support program</p> <p>15. Observe safe work practices you have been trained in, and as far as you are able, protect your own and others' health & safety.</p> <p>16. The incumbent will contribute to / participate in Continuous Quality Improvement (CQI) activities of the agency, and will implement CQI strategies into their work practices</p> <p>17. Such other duties as directed from time to time which are within the employee's skill and competence level</p>	
Team Responsibilities	<ol style="list-style-type: none"> 1. Develop and maintain professional relationships with internal and external stakeholders 2. Assist in the induction and mentoring of new staff/ locums in relation to case support procedures 3. Complete other duties as requested by Team leader /Manager 4. Positively contribute to the culture and spirit of the Recovery Support team, work environment and to Windermere. 5. Contribute to productive and positive team meetings 	<ul style="list-style-type: none"> • Contribute to the development of procedures and systems within this program • Submit time sheets on time. Apply for all leave on CONNX and provide all supporting documents. • Positively embrace and adopt change as it occurs.
Quality and Risk	<ol style="list-style-type: none"> 1. Provide Recovery Support Program in accordance with Windermere Policy & Procedures. 2. Participate the provision of quality outcomes for consumers through review and audit of relevant feedback – audits, complaints/compliments & accreditation processes. 3. Participate in quality and accreditation self-assessment(s) and support implementation of agreed improvements. 4. Actively participate in the risk management process including identification and analysis, control of deficiencies and escalating where required. 5. Manage complaints or grievances within Windermere policies 	<ul style="list-style-type: none"> • Ensure policies, procedures and codes are complied with at all times. • Ensure work practices comply with Windermere's Continuous Quality Improvement principles. • To positively embrace and adopt change as it occurs. • As outlined in the Code of Conduct ensure all interactions are undertaken in accordance with the behaviours set
Organisational expectations and directives in relation to policies and procedures and the organisation's purpose, vision and values	Familiarise yourself with and adhere to Windermere's Policies and Procedures, including the Code of Conduct, Human Resources policies and guidelines and Occupational Health and Safety obligations	<p>Ensure policies, procedures and codes are complied with at all times</p> <p>Ensure all interactions are undertaken in accordance with the behaviours set, as outlined in the Code of Conduct</p>

	<p>Demonstrate dedication and commitment to work in accordance with Windermere's values and behaviours</p> <p>Attend prearranged dates scheduled for supervision and organisation wide training, including organisation forums and on line induction and be actively involved in the 6-week induction review, 3 and 6-month probationary reviews and a recurring annual performance review with the relevant supervisor</p> <p>Contribute to or participate in Continuous Quality Improvement (CQI) activities of the organisation, and will implement CQI strategies into their work practices</p> <p>Meet the challenges of change as it occurs within the service and organisation</p> <p>Attend or complete foundation and position specific training courses set by the organisation and attend or complete discretionary training as approved by the supervisor</p> <p>Actively assess, manage and where possible mitigate workplace risk including (OH+S), consumer related risk, reputation risk and personal risk.</p>	<p>100% attendance at performance reviews.</p> <p>Completion of induction and orientation within set timeframes.</p> <p>Positively embrace and adopt change as it occurs.</p> <p>Ensure arrangements are made so that 100% of courses are attended or completed.</p> <p>Report risk to the appropriate Windermere personnel and utilise current risk management tools and procedures available.</p> <p>Protect the rights, safety and wellbeing of children and provide a child safe environment</p>
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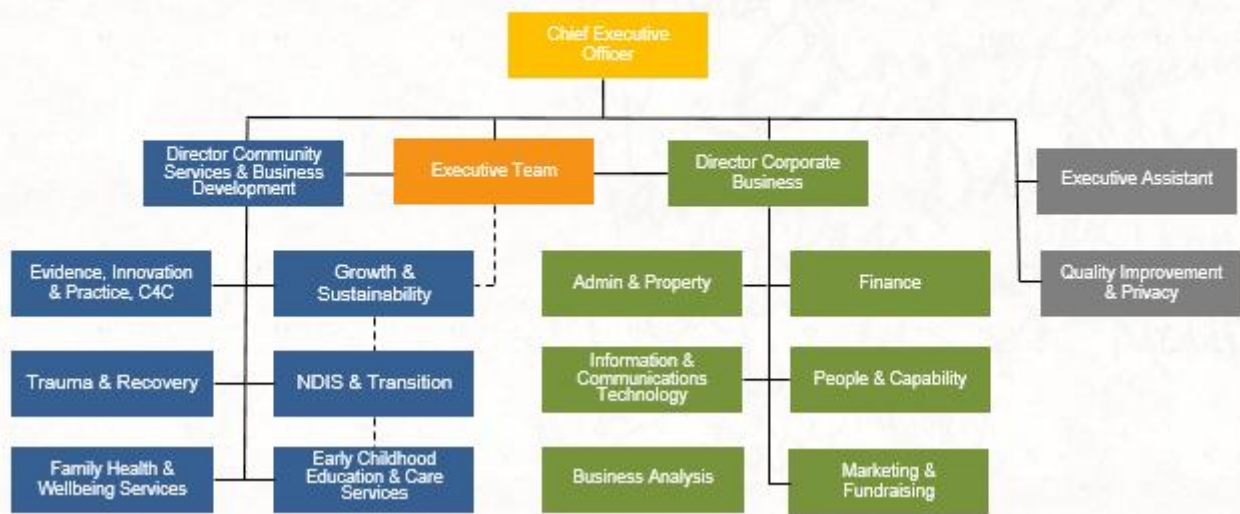
The employee will be expected to perform other duties outside those set in the position description as directed from time to time which are within the employee's skill, qualification, experience and competence level to meet the organisation's operational needs.

The Position Description may be amended from time to time at the organisation's discretion. Where there is inconsistency between KPI's in this Position Description and those within the Organisation Objectives, the Organisation Objectives will stand.

4. ORGANISATIONAL RELATIONSHIPS

LINE MANAGER:	Team Leader – Recovery Support Program Manager, Trauma and Recovery
SUPERVISES:	Nil
INTERNAL RELATIONSHIPS:	Recovery Support Program staff and other Windermere staff
EXTERNAL RELATIONSHIPS:	DFFH, Local Government agencies, Victoria Police

Organisation Structure



5. KEY SELECTION CRITERIA

- Tertiary qualifications in Social Work, Social Welfare or relevant equivalent
- Minimum 3 years' experience within the community sector, preferably in a trauma related field
- Case management, intake and assessment experience
- Willing and capable to work flexible hours, including weekends and after hours as required and negotiated
- Is approachable, reliable and trustworthy; maintaining professional boundaries and confidentiality where required.
- Ability to build strong professional relationships
- Excellent verbal and written communication skills
- Current Victorian Drivers' License
- Willingness to undertake relevant pre-employment screening and checks

6. APPLICATION DETAILS

To maximise your opportunity for employment, it is recommended that you provide the following information:

- Covering application letter briefly addressing the Key Selection Criteria
- Current Resume

I have read this document and agree to undertake the duties and responsibilities listed above.

I acknowledge that:

- The PD is an indication of the duties and responsibilities that I may be required to undertake. Additional or other duties and responsibilities may be allocated to me. Where additional training and support is required to fulfil extra or other duties of a similar level of responsibility, it will be provided within the guidelines of Windermere's Training and Development policy.
- The PD will be reviewed regularly in consultation with me.
- The Key Performance Indicators (KPIs), where included in this document, are indicative. KPIs will be set by the immediate supervisor in discussion with me, for each year (or another set period) and my performance reviewed against those KPIs.

Occupant:

Name: _____

Signature: _____ Date: _____