



candella

Candella Position Description

Position Overview

Position title	Recovery Coach
Reports to	Team Leader
Last revised	March 2021

Position context

Candella provides recovery-oriented mental health services through the National Disability Insurance Scheme.

Our aim is for our services to reach as many people as possible, and for those services to make a positive contribution to all customers, their families, and their local communities.

The purpose of this position is to coordinate services and supports that will promote increased mental health and wellbeing. The recovery coach supports people to achieve their own goals, and is not someone who takes control or takes charge. We believe that all people have the right to set their own direction in life, and we give them the space to make progress on their own terms, in their own way, at their own pace. We are not here to fix people, or change them, or tell them what to do. We are here to help them on their way, whichever way that is.

Position summary

A recovery coach is responsible for delivering high quality, person centred supports in community settings.

A recovery coach is responsibility for

- Providing high quality services in line with the seven components of the NDIS Code of Conduct, and Candella's guiding philosophy
- Facilitating services in line with the customers goals, choices and preferences
- Collaborating with a range of external stakeholders, including the NDIA, Local Area Coordinators, a customers' family, friends or support network and other service providers to build relationships and improve customer outcomes
- Communicating any concerns, issues or complaints with the Candella management team



Position objectives and performance indicators

Objective	Performance indicators
Providing high quality services	<ul style="list-style-type: none">• Repeat referrals from the same Local Area Coordinators and/or explicit requests for the recovery coach• Positive feedback from customers/stakeholders• Infrequent customer withdrawal of services• Low cancellation rate• Low frequency and severity of complaints and incidents• Low rate of customer disengagement from other providers• Completion of mandatory training• Customer budgets are either over or under spent within acceptable margins
Collaborating with a range of stakeholders to build relationships	<ul style="list-style-type: none">• Referrals from the same Local Area Coordinator and/or explicit requests for the recovery coach• Support worker satisfaction• Customer satisfaction, feeling of having choice and control
Ensuring safety & operational requirements are met	<ul style="list-style-type: none">• Satisfactory completion of employee screening checks• Completion of required training modules• Entering shifts and notes accurately and promptly• Performance in line with the Staff Code of Conduct and Candella's policies and procedures• Development and implementation of customer Safety Plans as required• Communicating and reporting safety issues and incidents to Candella management

Position expectations



<p>Attitude</p>	<ul style="list-style-type: none"> • Demonstrate a positive, non-judgmental attitude towards people who experience mental health issues and other forms of disadvantage, including but not limited to: <ul style="list-style-type: none"> ○ substance use issues ○ homelessness ○ interaction with the justice system ○ financial hardship ○ physical, neurological, or intellectual disability ○ disadvantage resulting from belonging to a marginalised group or community, including LGBTQIA+ communities, Aboriginal and Torres Strait Islander communities, and other culturally diverse communities • Demonstrate a tendency to see people as individuals and not defined or characterised by a diagnosis. • Demonstrate an adaptive and flexible response to changes in this position, including changes in policies, procedures, systems, technology, responsibilities, and expected outcomes. • Demonstrates sound judgement and decision making ability when responding to complex situations, reflecting Candella’s guiding philosophy and the NDIS Code of Conduct
<p>Working style</p>	<ul style="list-style-type: none"> • Regularly communicate with Candella management team for the purposes of de-briefing and supervision. • Critically reflect on the role requirements and provide honest feedback in a constructive manner • Ability to respond to complex situations in a professional and appropriate manner that reflects both the customers, and Candella’s best interests • Demonstrate an ability to complete the duties of the position in a remote working environment • Manage multiple and competing priorities and follow directions from more senior employees regarding what to prioritise. • Ability to manage own roster/schedule and complete administration duties accurately and on time • Establish a reasonably consistent weekly routine, so customers you are working with can expect a mostly reliable and consistent service each week
<p>Interpersonal skills</p>	<ul style="list-style-type: none"> • Maintain effective working relationships with all stakeholders. • When appropriate, initiate and participate in difficult conversations with stakeholders. • Highly developed active listening skills.



Technical knowledge and expertise	<ul style="list-style-type: none">• Understanding of recovery-oriented, community-based mental health services.• Understanding of the broader social services system.• Understanding of the National Disability Insurance Scheme.• Ability to accurately identify and assess risks to staff, customers, and other stakeholders, including risks arising from mental health symptoms, and develop suitable safety plans.
Qualifications and training	<ul style="list-style-type: none">• 2 years of experience in a mental health related role <p>OR</p> <p>Relevant training/education (at least Cert IV), such as:</p> <ul style="list-style-type: none">• A degree in Psychology, Social Work, or related field;• A Cert IV in Mental Health or Peer Work;
Other requirements	<ul style="list-style-type: none">• Current Australian driver's licence.• Proof of identity• Registered, insured, well-maintained, roadworthy vehicle suitable for completion of the duties of this position.• Satisfactory NDIS Worker Screening Check• Where appropriate, satisfactory Working with Children Check• Right to work within Australia.• Other checks and requirements as required for ongoing compliance with applicable laws, regulations, and quality standards.• Confidence using technology, particularly mobile phone apps, to record and share information• Smart phone that can be used to contact customers directly to arrange appointments <p>All checks to be completed and repeated when and as frequently as required by Candella's policies and procedures.</p>