

POSITION DESCRIPTION

Position Title	Community Rehabilitation and Support Worker
Reporting To	Service Manager
Employment Status	Part time; Maximum Term Contract
Classification	Consumer Service Delivery Level 2
Team/Service	Towards Home+ South East
Direct Reports	Not Applicable
Date	November 2021

PROGRAM OVERVIEW

Launch Housing has an ambitious agenda to achieve their vision of ending homelessness, providing a strong focused voice on homelessness driven by the values of Empowerment, Fresh Thinking, Agility, Leadership and Courage.

Clients are at the centre of everything they do and are actively and meaningfully involved in the design, delivery and evaluation of services as well as policy development, public advocacy and fundraising. Through partnerships, research and evidence-based approaches, they will continue the tradition of pioneering new methods and fresh ways to develop sustainable solutions to homelessness.

Launch Housing in partnership with Neami National have won two year's funding for a new Victorian Government initiative - as part of the Victorian Homelessness and Rough Sleeping Action Plan (2018) in Frankston and Dandenong. As part of the Action Plan, the government is investing to support the establishment of new services in the areas of highest incidence of rough sleeping throughout the state. Launch Housing are establishing a Supportive Housing Team in Dandenong which will be delivered in full partnership with DHHS, Neami, Bolton Clarke, Ngwala Willumbong, Uniting Care ReGen and Melbourne City Mission.

The Outer South Rough Sleeper Program (OSRSP) – Supportive Housing will be delivered through a unique multi- disciplinary Housing & Health Team, including Launch Housing workers, Bolton Clarke Nurse, Melbourne City Mission Youth worker, Ngwala Willumbong Aboriginal worker, Neami Mental Health Worker (CRSW) and Monash Health Clinician. The teams will work intensively with people referred through the Outer South Rough Sleeper Assertive Outreach Team supporting them to get and keep their housing.

This program configuration is designed to ensure optimal outcomes for people sleeping rough while achieving economy of scale, ensuring equal, extensive and flexible coverage of the designated area. We recognise that people sleeping rough are transient, and this configuration will deliver highly flexible service responses.

Key functions of the Supportive Housing role include;

- Intensive case management support to people sleeping rough.
- Intensive assistance to access accommodation.
- Intensive post-settlement support.
- Referral and linkage to relevant support services
- Secondary Consult

POSITION OVERVIEW

Community Rehabilitation and Support Workers 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 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.

Based in Dandenong and Frankston, the Supportive Housing Team will work with individuals to establish and maintain tenancy, supporting them to identify barriers to maintaining tenancy, develop skills necessary for long term accommodation and self- management, connect with family, culture and community networks and via a collaborative shared care planning approach, engage with primary health, mental health, vocational and other support services. The service will operate Monday to Friday and use an assertive approach to actively engage with individuals.

THE POSITION

Key position Responsibilities, Duties and Accountabilities

Using a client centred approach and focusing on engagement, risk assessment and rapport building, the Supportive Housing Team will deliver a consistent and persistent approach that includes:

- Tenancy establishment and maintenance that will be supported by specialist housing and tenancy support, including development of daily living skills and identification of barriers to maintaining tenancy.
- Case-managed support that offers a flexible approach to longer-term engagement in order to build trust including a clear shared care approach, addressing complexity within both short and long term needs for housing and engagement with services.
- Service navigation and referral that focuses on supporting connection with services that will need individual's long-term needs. Using a collaborative shared care approach, staff will provide referral to services and development of a person centred, 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
- Engage consumers, using a strengths-based 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
- Work within a holistic framework and together with the consumer regularly monitor their progress towards their identified goals

- 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 team meetings, decision-making processes, service planning sessions, supervision and staff development activities

Working with 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
- Co-operate and plan with the community Housing Provider staff to ensure consumers can maintain their accommodation

Maintain records and resources

- Keep accurate and up to date consumer case notes and service utilization record and relevant statistics as required.
- Records management:
 - Ensure records management obligations are met, including the proper retention of hardcopy and/or electronic records and ensuring files are accurate and up-to-date.

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
- Uphold ethical behaviour, consistent with the values of honesty, fairness, responsibility and hope
- Demonstrates integrity, credibility and foster open communication
- Positively listens and consults with others to proactively address conflict
- 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
- A valid and current Working With Children Check
- Experience in working with people with a psychiatric disability and complex presentations.
- High level of experience in working with homelessness and housing service system.
- 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.

I have read, understood and accept the responsibilities and accountabilities as outlined above in this position description.