

P O S I T I O N D E S C R I P T I O N

Position Title	Community Rehabilitation and Support Worker
Reporting To	Service Manager/Senior Practice Leader
Employment Status	Part-time; Maximum Term Contract
Classification	Consumer Service Delivery Level 2
Team/Service	Homelessness to a Home (H2H)
Direct Reports	Not Applicable
Date	November 2021

PROGRAM OVERVIEW

Neami National has won two years' funding for a new Victorian Government initiative – Homelessness to a Home. As part of the Initiative, the government is investing to provide housing and support to those currently experiencing homelessness and who have been accommodated in hotels during the Covid crisis. In Hume/Moreland/NE Melbourne, the service will be delivered in full partnership with Homes Victoria, Housing Choices Australia (HCA), Bolton Clarke, Uniting ReGen, and Merri Community Health.

This new service will take a continuum approach towards homelessness and rough sleeping underpinned by recovery orientation and trauma informed practice. The service will incorporate assertive outreach and engagement, intensive case management and housing support to dwellings managed by HCA or Homes Victoria.

Neami's role is to deliver high intensity, flexible care to these consumers for the duration of the program including providing support with:

- maintaining their tenancy through improved daily living skills
- gaining access to clinical health and mental health services
- engaging with local community

This position is part of the H2H Team, a joint support initiative led by Neami and partnered with Housing Choices Australia, Uniting ReGen, Bolton Clarke and Merri Community Health.

Based at Neami's existing office in Broadmeadows, the H2H Team will work intensively with individuals to establish and maintain tenancy. They will work with individuals 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 9am to 5.30pm and use an assertive approach to actively engage with individuals.

The team offers a holistic approach, assertive outreach support service to people who have been homeless and rough sleepers. It provides intensive, flexible, responsive, client focussed support featuring a

multidisciplinary approach with the aim of assisting clients to successfully sustain housing, improve physical and mental health and develop connections within the local community.

H2H workers will have a collaborative team-based approach and will report to the H2H Service Manager.

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.

THE POSITION

Key position Responsibilities, Duties and Accountabilities

Using a client centred approach and focusing on engagement, risk assessment and rapport building, Neami's Homelessness to a Home Team will deliver a consistent and persistent approach that includes:

- Mobile Assessment focusing on assertive and persistent engagement and building trust to allow assessment of immediate vulnerability using a variety of relevant assessment tools. Assessment will support identification of individuals requiring rapid access to emergency accommodation, health services, AOD services etc.
- 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.
- Brief intervention and short-term support using approaches including the Collaborative Recovery Model to meet immediate needs and support identification of goals and strengths, whilst focusing on connection/reconnection with existing formal and informal support systems and housing options.
- Longer term case-managed support that offers a flexible approach to longer-term engagement in order to build trust. Also using approaches such as the Collaborative Recovery Model, case management will include 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 meet an individual's long-term needs. Using a collaborative shared care approach, staff will provide referral to services and development of a person centred, coordinated shared care plan. This will include supporting engagement with mainstream community services such as primary health care - GPs, 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 in H2H.
- 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 reflective practice through team meetings, decision-making processes, service planning sessions, supervision and staff development activities
- To work, where applicable, in conjunction with and engage with other H2H and homelessness and housing services.

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.

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.