

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	Moorabbin Youth Residential Rehabilitation & Outreach
Direct Reports	Not Applicable
Date	Oct 2021

PROGRAM OVERVIEW

Youth Outreach Recovery Support Service (YORS) provides a 6 day a week service for young people living with a mental illness and other complexity who need wellbeing support to complement their clinical treatment. The **Youth Residential Recovery Service (YRR)** provides a safe and shared living environment for young people between 16-25 for up to one year. YORS meets young people face to face out in the community and through platforms of their choosing. The purpose is to encourage positive individual growth and development for young people with mental health illnesses to improve their quality of life and broaden their opportunities. This is done through both individual one on one support and within a recovery oriented group program. It aims to promote positive personal and social relationships for young people, including with their friends, families and their broader social networks and community.

There is a strong focus on increasing the individual's resilience, self-determination, self-awareness and sense of belonging. Support services are tailored to the individual needs of young people through flexibility, creativity and innovative ideas. The service encourages and supports access to employment, training and education to aid in the development, growth and confidence of the individual and improve their future career prospects. YORS and YRRS offers a broad, creative approach to sourcing opportunities and supports in the community. Neami support workers work collaboratively with the individual and other young consumers in the planning and development of the service, as well as with other agencies.

POSITION OVERVIEW

As a Community Rehabilitation Support Worker, you will provide tailored support and will use an assertive outreach approach to actively engage with individuals to young people experiencing mental health issues to meet their individual goals and needs. CRSWs will have the capacity to work with individuals as well as groups promoting individual strengths, choice and empowerment. CRSWs will work collaboratively with consumers and their own community of friends, family and neighbourhood to encourage and support independence and increase skills and capacity. You will work closely with clinical case managers and other community partner organisations in order to deliver the best possible comprehensive service to young consumers.

The staff team at the YORS/YRR Program consist of a Manager and several CRSWs and a PSW and will be staffed 7 days per week. Staff 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 appropriate support to young people with managing their mental health including assessing risk and developing management plans
- Provide direct practical support to consumers so that they gain/maintain independent living skills. This includes assistance by sharing skills in cooking, nutrition, personal care, budgeting skills, shopping, maintaining the home, utilising public transport
- 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 wellbeing and safety plans. 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 recovery 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 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
- Assist the team to further develop best practice, review and develop policies, and project submissions
- Assist the team to regularly evaluate the effectiveness of the service in consultation with consumers
- Support Neami National efforts in reducing our impact on the environment and work towards a sustainable future

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

- Cooperate and plan together with community housing provider staff to ensure consumers can maintain their accommodation

Maintain Records and Resources

- Collect, collate and maintain data on consumer contact
- With team members collect information on community resources
- Regularly report to the Manager regarding achievement of work plan
- 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
- 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.