POSITION DESCRIPTION

Position Title	Community Rehabilitation and Support Worker
Reporting To	Service Manager
Employment Status	Casual
Classification	Consumer Service Delivery Level 2
Team/Service	Albany Step-Up Step-Down
Direct Reports	Not Applicable
Date	April 2022

PROGRAM OVERVIEW

Albany Step Up Step Down is an alternative to admission facility offering a Step Up and Step Down Model of Care. Community Rehabilitation and Support Workers provide a range of rehabilitation and support to consumers, tailored to meet their individual needs. Albany Step Up Step Down is a six bed facility that provides an option for people who are becoming unwell or are still recovering from an acute illness and need a short period of additional support and consolidation to complement their treatment and support. Albany Step Up Step Down is operated by Neami in partnership with WA Country Health Service, Great Southern, and aims to prevent avoidable inpatient admissions. During their stay consumers are assisted to develop a wellness plan including relapse prevention.

The staff team at Albany Step Up Step Down will consist of a Service Manager (SM), two Senior Practice Leaders (SPLs), Community Rehabilitation and Support Workers (CRSWs), two Peer Support Workers (PSWs), and Operational Support. The facility is staffed 24 hours per day, 7 days per week. The Albany Step Up Step Down Service operates on a 7 day rotating roster of morning, afternoon and overnight (passive) shifts.

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.

The position will work closely with clinical case managers and other community partner organisations to deliver the best possible comprehensive service to consumers. Community Rehabilitation and Support Workers at Neami National function within a collaborative team and recovery 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 with and provide support to consumers in line with the Collaborative Recovery Model (CRM)
- Work closely with clinical case managers and other community partner organisations to deliver best possible comprehensive service to consumers
- Plan, facilitate and evaluate group rehabilitation programs
- Work within a holistic framework considering the needs of consumers, family, carers and other members of the community to ensure rehabilitation outcomes
- Using the 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
- 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 a mental health status measurement and a needs assessment
- Ensure records management obligations are met, in accordance with Neami National policies and procedures. This includes the retention of hardcopy and/or electronic records and ensuring files are accurate and kept up-to-date
- Commitment to understand service consumer data requirements and to collaborate with consumers to gather relevant data
- Consideration of individual and aggregated consumer data to inform practice and continuous service improvement

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
- 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
- Uphold ethical behaviour, consistent with the values of honesty, fairness, responsibility and hope
- Demonstrate integrity, credibility and foster open communication
- Positively listens and consults with others to proactively address conflict
- 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.

By signing your employment agreement, you acknowledge that you have read, understood and accept the responsibilities and accountabilities as outlined above in this position description.