

POSITION DESCRIPTION

Position Title	Recovery Coach
Reporting To	Service Manager
Employment Status	Full Time, Permanent
Classification	Consumer Service Delivery Level 2
Team/Service	Mid North Coast – Port Macquarie
Direct Reports	N/A
Date	May 2022

PROGRAM OVERVIEW

The Community Living Support Program (CLS) and the Housing and Support Initiative Program (HASI) offer flexible, community-based support to consumers, so they can better engage with their own psychological recovery journey, enhance physical health and wellbeing and participate in their community of choice. These programs also support people when admitted into hospital to plan transition back to their homes. The CLS and HASI teams consist of diverse teams made up of support workers, peer workers, employment specialists and work with consumers from the point of intake until the identified goals are achieved. We receive referrals from the local Hospitals and Community Mental health teams, GPs, private practitioners, government and non-government agencies as well as self-referrals from members of the community.

POSITION OVERVIEW

Recovery Coaches will operate as part of a team to provide outreach services to a range of people who access support in the HASI and CLS services. Recovery Coaches will support consumers to engage in their own personal and unique recovery journey and develop new skills, social connections and improve their wellbeing by engaging them as fellow persons.

As a Recovery Coach you will possess strong coaching skills and you will draw on your own life experience of enhancing your physical health and wellbeing, overcoming adversity and building personal resilience to inspire and support consumers in their own unique recovery. You will purposefully and safely utilise your life experience to promote a sense of hope and optimism in consumers as well as offering support around engaging other community partner organisations when delivering the best possible comprehensive service to consumers.

Recovery Coaches will utilise evidence-based programs such as the Health and Wellbeing Program; this program draws on a strength based, coaching approach which aims to enhance consumer autonomy and wellbeing. Programs will be delivered to consumers and the broader community.

Recovery Coaches will assist consumers to build on their formal and informal supports and provide useful practical resources that will assist them in managing their wellbeing in the future. Wellbeing Coaches will function within a collaborative team approach and will be supported by regular opportunities to reflect upon their practice and access comprehensive training and development.

THE POSITION

Key position Responsibilities, Duties and Accountabilities

Bringing your life experience, knowledge, skills and abilities

- Possess a sound understanding of the principles and processes of psychological recovery and how to relate to individuals' unique experiences
- Having a sound understanding of how you built your personal resilience and how you have overcome difficulties in life – this includes dealing with complex situations and getting through them and the ability to share your experience of improving social and emotional wellbeing with others
- Ability to share your life experience of enhancing your physical health and wellbeing as well as engaging in the broader community to build toward achieving optimal health and wellbeing
- Engage in training and ongoing professional development in safe and purposeful disclosure

Provide recovery coaching to consumers within their communities

- Engage consumers in their communities and develop trusting and professional relationships by building a coaching partnership which is relational and collaborative
- Engage consumers using a strengths-based approach to amplify choice, voice and decision making about what matters to them, enhance skills and confidence to do so as well as supporting access to resources to take action
- Provide direct practical support to consumers so that they gain/maintain independent living skills. This includes supporting consumers linking in with relevant services including NDIS, Mental Health, DV support, employment and other relevant services
- Assist consumers to participate in recreation activities and the cultural life of the community by supporting them to develop interpersonal skills
- Plan, facilitate and evaluate the Health and Wellbeing Program
- Plan, facilitate and evaluate Coaching for Physical Health and connect to the GP programs
- Plan, facilitate and evaluate programs such as the Health and Wellbeing Program, Skin Smart, Tobacco Awareness, Oral Health
- Together with the consumer, regularly monitor their progress towards their identified goals
- Work within a holistic framework, considering the needs of consumers, family, carers and other members of the community to ensure tangible rehabilitation outcomes

Participate fully as a team member

- Use the team approach to support work and cooperate closely with team members 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 session, 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's efforts in reducing our impact on the environment and work towards a sustainable future

Working with community partners

- Seek to learn about the consumer's interests, their connections with family and friends and work together with consumers 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 to deliver the best possible comprehensive service for 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
- Promote the new service delivery model and lead the implementation of the Health and Wellbeing Program with community partners

Creating diverse staff teams

The values, skills, attributes and commitment of our staff are key to our success and reputation as a national mental health service that provides high quality support services to people living with a mental illness.

We are strongly committed to further developing and diversifying our work force as part of our strategic directions.

We celebrate multidisciplinary teams and value the rich skills and experiences brought by applicants from a range of sectors and professional backgrounds.

Further depth is brought by those from diverse cultural backgrounds, Aboriginal heritage, and those with lived experiences of mental illness and recovery, all of whom are strongly encouraged to apply for any roles that match their skills and interest.

The following competency criteria will inform our selection decision:

Working with people and building relationships

- Adapts to the team and contributes to a positive team dynamic
- Listens, consults others and communicates proactively to address conflict
- Develops and openly communicates self-insight such as an awareness of own strengths and areas for development
- Clearly conveys opinions and information verbally
- Establishes respectful professional relationships that have clear boundaries with consumers, staff and partner organizations
- Demonstrates an interest and understanding of others and relates well to people at all levels
- Gains agreement and commitment from others by engaging and gaining respect
- Promotes ideas on behalf of self or others and supports others to self-advocate
- Manages conflict in a fair and transparent manner

Communicating and facilitating

- Speaks clearly, fluently and honestly to engender trust
- Demonstrates awareness of, and ability to regulate own emotional reactions
- Adapts communication style to meet the needs of others and identifies changing needs within a group
- Engages a diverse range of people and facilitates groups with skill and confidence
- Produces new ideas, approaches or insights when working with consumers
- Describes the stages of recovery to facilitate a consumer's understanding of the recovery journey
- Can creatively tailor group activities to engage and meet the needs of participants
- Uses self-disclosure in a purposeful, meaningful and safe way

Planning, organising and problem solving

- Manages time effectively
- Sources and organizes resources required for a task
- Is accountable and proactive about reviewing progress and outcomes
- Appropriately follows instructions from others and understands and respects authority
- Exercises common sense in making judgments and seeks solutions to problems

Adapting and responding to change, and coping with challenges

- Adapts to changing circumstances and responds to the reactions and feedback of others
- Adapts interpersonal style to suit different people or situations
- Shows respect and sensitivity towards diversity
- Deals with ambiguity, making positive use of the opportunities it presents
- Puts appropriate boundaries around personal issues
- Maintains a hopeful and positive outlook even during challenging times at work
- Demonstrates self-awareness and ability to reflect and handle feedback well and learn from it

Records Management

- 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

- Minimum Certificate IV in Mental Health or equivalent
- A valid Working with Children Check
- A valid Australian Driver's License
- COVID Vaccination
- Police Check

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.