

Position description

Community Rehabilitation and Support Worker

Section A: position details

Position title:	Community Rehabilitation and Support Worker
Employment Status:	Full Time, Permanent
Classification and Salary:	Consumer Service Delivery Level 2
Location:	Neami Way2Home, NSW
Hours:	7 Day Rotating Roster

Position overview

Community Rehabilitation and Support Officer will provide support to people experiencing homelessness who are sleeping on the street or who are at risk of losing their tenancy once housed.

Regular foot patrols are conducted to identify homeless people most in need. The assertive outreach model is aimed at providing integrated services that focus on consumer identified goals, improved health outcomes and transition from homelessness to safe, secure and sustainable long term accommodation. We persist and work with people over the medium to long term supporting people to maintain their tenancies once they are in housing.

In 2010, Neami National and the St. Vincent's Assertive Health Outreach Team established the Inner City of Sydney Assertive Outreach service called Way2Home. Way2Home implemented a new approach to ending the homelessness of the most vulnerable rough sleepers in the City of Sydney Local Government Area (LGA). Between April 2010 and June 2019, Way2Home along with partner organisations have supported over 600 people into permanent housing.

This success saw the Neami Way2Home team refunded as part of the Going Home Staying Home reforms and has seen an expansion of service capability. The current recruitment is building the capacity of the Way2Home team to be able to meet the growing demand for assertive outreach supports in the City of Sydney Local Government Area. To achieve this, Way2home works very closely with the St Vincent's Hospital Homeless Health Team, Family and Community Services, the City of Sydney Council and other specialist Homelessness Service providers to provide health, housing, rehabilitation & recovery support to rough sleepers in the City of Sydney LGA.

The Way2Home Neami National team consists of a service manager, two senior practice leaders, an intake officer, a team of community rehabilitation and support workers, peer support workers, and an operational support worker.

Accountability

The Community Rehabilitation and Support Worker is accountable to the Service Manager and Senior Practice Leader.

Conditions of employment

Core requirements prior to any offer, or commencement of employment:

- Criminal record checks are mandatory for all new appointments. Neami National will cover the cost of an Australian check. Where a new employee has lived outside of Australia for 12 months or more within the last 10 years, the cost of an International check will be borne by the applicant (~\$142.00).
- Working with Children check required before commencement of work (employee responsibility).

For instructions on how to apply click on the following link:

<http://www.kidsguardian.nsw.gov.au/working-with-children/working-with-children-check>

- You must maintain a right to work in Australia, in the position and location of employment during your employment with Neami. You must comply with all terms of any such grant of a right to work in Australia

Section B: key responsibilities

Provide direct support and rehabilitation to consumers within their community

- Engage consumers who are sleeping rough and develop trusting and professional relationships
- 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 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
- Together with the consumer regularly monitor their progress towards their identified goals
- Plan, facilitate and evaluate group rehabilitation 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 OH&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 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 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

Section C: key competencies

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 staff, 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:

Adhering to principles and values

- Upholds ethical behaviour, consistent with values as characterised by honesty, fairness responsibility and hope
- Demonstrates integrity and credibility, and fosters open honest communication
- Demonstrates commitment to the organisation and its values

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 organisations
- 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 organises 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

In addition you will need:

- Computer literacy
- Current Australian driver's licence
- Experience in Outreach, and in the homelessness sector