

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

Position Title	Community Rehabilitation Support Worker
Reporting To	Service Manager
Employment Status	Casual
Classification	Consumer Service Delivery Level 2
Team/Service	Nundah House
Direct Reports	Not Applicable
Date	May 2023

PROGRAM & POSITION OVERVIEW

Nundah House 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. Nundah House is a ten bed sub-acute 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.

Nundah House is operated by Neami in partnership with the Metro North Hospital and Health Service (MNHHS) 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 Nundah House will consist of a Manager, a Senior Practice Leader and a number of Community Rehabilitation and Support Workers (CRSWs) and Peer Support Workers (PSWs) and is staffed 24 hours per day, 7 days per week. The Nundah House Service operates on a 7 day rotating roster of morning, evening and overnight shifts.

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

- Engage clients and develop trusting and professional relationships
- Provide direct practical support and case management to consumers so that they gain/maintain a sense of safety and wellbeing
- Work to the principles that underpin the Collaborative Recovery Model (CRM) protocols
- Recognise the specific needs of clients with complex and multiple needs such as those impacted by significant mental health, domestic violence, drug and alcohol and antisocial behaviour as well as financial issues

- Work within a holistic framework taking into account the needs of client, family, carers and other members of the community and provide culturally appropriate service responses
- Follow all OH&S procedures to ensure safe work practices especially in the area of safety in outreach work
- Actively contribute as a team member in the delivery of the Nundah program (monitoring workflow and reviewing key work priorities) with the aim to more effectively support clients and promote the recovery model
- Participate in the regular collection of service data which can then be used to evaluate outcomes to assist with the continuous improvement of the service
- Work within the parameters of Neami's policies and procedures in addition to any professional codes of conduct
- Ensure incident and critical incident reporting occurs in accordance with guidelines
- 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 clients
- 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 Client
- 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 client's interests, their connections with family and friends and work together with the client to build their capacity to be part of their community
- Involve carers, family and friends as identified by the client in the individual care plan
- Networking with Community Mental Health teams, Welfare teams in prisons and correctional facilities, local real estate agencies, local Aboriginal and CALD communities

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 Ethics
- 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
- Working with Children checks (are required before commencement of work - Blue Card with Yellow Card Exemption or Blue & Yellow Cards (employee responsibility)
- Evidence or commitment to gain evidence to meet Queensland Health's Vaccine Preventable Diseases (VPD) requirements
- Working Rights
- Neami National will require, as part of our condition of employment, that all candidates applying for any position must be fully vaccinated for COVID-19 and provide evidence of this.
- Relevant experience with supporting consumers with mental illness
- 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 priorities 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

Desirable

- Formal qualifications are an advantage

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.