

POSITION DESCRIPTION

Position Title	Community Rehabilitation and Worker
Reporting To	Service Manager
Employment Status	Casual
Classification	Consumer Service Delivery Level 2
Team/Service	Neami Mascot, Step A
Direct Reports	N/A
Date	September 2023

PROGRAM OVERVIEW

Neami National, in conjunction with Bridge Housing, Women's Housing Company Limited and Metro Housing are establishing the Family and Community Services funded, Supported Transition and Engagement Program (STEP). As part of the establishment of this program Neami is employing a team to be based in our new Mascot office. STEP is a housing first approach to support people who sleep rough to secure long term housing and be provided wrap around support to remain housed.

POSITION OVERVIEW

As a CRSW, you will 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. You will work closely with homelessness and mental health service clinical case managers and other community partner organisations in order to deliver the best possible comprehensive service to consumers. 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 consumers and develop trusting and professional relationships
- Provide direct wrap around support to consumers so that they gain/maintain housing and independent living skills as well as connect them with appropriate supports e.g. NDIS, Community Mental Health, AOD supports etc.
- Provide culturally sound support to consumers of diverse backgrounds

- 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 and trauma informed approach to complete a mental health status measurement and a needs assessment. Using the Collaborative Relational Practice (CRP) 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

- Cooperate closely with the team to ensure continuity of care and provision of a comprehensive service to consumers
- Actively participate in reflective practice through team huddles, decision-making processes, service planning sessions, supervision and staff development activities
- Engage with your supervisor in completion of a probation assessment, an annual performance review, regular supervision and a corresponding training and development plan
- Contribute to the further development of best practice by informing policies and project submissions effectively drawing upon your personal experience of mental illness
- In consultation with consumers and carers, contribute to regular evaluations of the effectiveness of the service
- 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 Australian Driver's License
- A valid Working with Children Check
- Computer literacy
- Compliance with Public Health Vaccination Orders, including COVID-19 Vaccination

Desirable

- Experience working in Homelessness or Mental Health Sector
- Experience in a similar role

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.