



Position description

Title of the role:	Program Worker, Youth Residential Rehabilitation
Classification:	SCHADS Award Level 4 (Schedule B)
Program Area:	Rehabilitation Services
Location:	Barwon
Reports to:	Team Leader, Youth Residential Recovery and Youth Outreach Support
Last Revised:	May 2024

About Wellways

Wellways Australia is a leading not-for-profit organisation dedicated to ensuring all Australians lead active and fulfilling lives in their community. We work with individuals, families and the community to help them imagine and achieve better lives. We advocate for change to make sure people can access the best possible care and information when they need it. We provide a wide range of services and assistance for people of all ages with mental health issues, disabilities, and those requiring community care.

Wellways is an equal opportunity employer that offers generous salary packaging and opportunities to undertake professional training and development. People with lived experience, Aboriginal and Torres Strait Islander people, and people from culturally and linguistically diverse backgrounds bring highly valued skills to our workforce.

Our Values

Honesty:

- We are open and sincere in all interaction
- We show care and consideration to all our stakeholders
- We take responsibility for our actions

Acceptance

- We champion and respect all voices and choices
- We accept people no matter how complex their needs
- We see the person, the family and the community

Fairness:

- We believe everyone has the right to equal opportunities
- We challenge social injustice and advocate for change

We collaborate to solve problems

Commitment:

We are committed to our work and we won't give up

We have the courage to make decisions and are accountable for our actions

We dare to go down new roads and challenge accepted wisdom

Participation:

We promote participation and transform lives and communities

We value the expertise and contribution of everyone we work with

We build knowledge and lead conversations

Our approach to service delivery

Our recovery services are guided by our values and informed by our Well Together Model. This approach means we work at 3 levels, with the individual, with their families and friends and with the community. Well Together recognises that developing skills, building confidence and strengthening relationships will help people to recover and to live independently. The model provides an evidence-based approach to create individually tailored, effective recovery support packages. Wellways assists individuals to develop the capacity to manage their own wellbeing, equip family and friends with information and skills, and engage community members in support networks.



Advocacy Services

We have a strong advocacy program, informed by the lived experience of people with mental health issues or disability, their families and friends. Members of Wellways play a vital role in developing our advocacy platform. We advocate for systemic change that will create better conditions and improved opportunities across the range of services and supports we offer, including people and their families living with mental health and / or disabilities, and carers.

All our recovery services and advocacy programs:

- Support and create opportunities for recovery
- Value cultural diversity
- Value peer participation and leadership (participant and carer)
- Are underpinned by evidence-based best practice



Position Summary

Wellways provides several programs across the region of Western Victoria. In Barwon, Wellways provides NDIS Services, Youth Residential Rehabilitation Services, Youth Housing, Homelessness Services and Community Mental Health Services and Family and Carer Support Services. All programs across Western Victoria include the provision of peer support, a focus on supporting families and carers and connecting people to community.

This position provides support for the implementation and ongoing development of best practice in a Residential Recovery Program. The programs aim to provide a range of biopsychosocial rehabilitation support strategies that promote and support social inclusion and independence within community. The residential programs provide a practical environment that facilitates the maintenance of, and/ or the development of skills in the domains of daily living, learning, working, social and health.

As an integral member of the Youth Residential Recovery team, the Program Worker will draw upon their knowledge and work experience to support young people to develop skills, confidence and knowledge to improve their well-being and connections within the community.

Under the support and direction of the Team Leader, the role forms part of the Barwon team and works with other key stakeholders in the ongoing development and effective implementation of regional and program plans.

Refer to Attachment 1 for a reference to the overall Wellways organisation structure and for the relationship lines in context of the role.

Responsibilities

Key Functions	Key Performance Indicators
<p>Rehabilitation Services Providing direct support to participants within the framework of the organisations policy and procedures, all applicable legislative standards and any relevant accreditation standards.</p>	<p>Working in the context of the individual, family and community, the Program Worker, will be expected to:</p> <ul style="list-style-type: none"> • Engage participants and develop professional and trusting relationships • As directed by the team leader, work with participants to identify areas of need using key assessment and outcomes measurement tools • As directed by the team leader, develop individualised plans - through the identification of need, develop strategies to meet stated goals with each participant focusing on skill and knowledge development while working towards recovery • Encourage linkages into a range of activities to support achievement of goals • Provide direct practical support to participants to ensure maintenance and /or skills development in domains of living learning working, social and health. • Work actively with participants to plan their exit from the program and assist in building longer term support networks • Ensure that all operational and administrative requirements are met including regular reporting requirements and records maintenance • Maintain safe work practices and a safe and healthy environment in accordance with occupational health and safety policies and legislation

<p>Team Effectiveness Working as an active member of the program team to ensure the achievement of program goals and the application of best practice frameworks.</p>	<p>This will include:</p> <ul style="list-style-type: none"> • Working as part of the team based on an ethos of collaboration, co-operation and mutual support • Support for, and on-going development of, an environment based on shared accountability and effective knowledge sharing • Co-operating with all team members in order to ensure continuity of care and the provision of an exceptional service • Attend and participate in monthly team meetings and staff training days, this may be outside of your normal roster hours • Actively participating in, service planning sessions, PDR supervision and staff development activities • Maintain the standard of cleanliness within the program environments and especially when Participants exit from Programs.
<p>Organisational Alignment Contributing to the effective operation and on-going development of the program offer to ensure that the program reflects Wellways values, best evidence-based practice and demonstrates innovation</p>	<p>This will be achieved through on-going contribution and awareness ensuring that:</p> <ul style="list-style-type: none"> • The programs provided reflect the core values of Wellways • Consumer needs are reviewed to ensure an effective service delivery. • Quality systems and standards are subject to on-going development to support enhanced program delivery • Effective relationships are established and maintained with other organisations
<p>Stakeholder Engagement Working with the wider community and key stakeholders to support value adding participant outcomes</p>	<ul style="list-style-type: none"> • Participating in program promotion and developing appropriate linkages with other community agencies, clinical services and other Wellways programs • Participating in the development and delivery of community education in relation to mental health • Representing Wellways in a variety of settings, including other agencies, members, participants, carers and families to raise awareness of mental illness issues at the local level and to 'market' the organisation regionally • Assisting in the support of volunteers and students

Essential Requirements, Knowledge, Experience and Skills

<p>Qualifications & Essential Requirements</p>	<ul style="list-style-type: none"> • Diploma or above in the field of study, Community Services, Youth Work, AoD or a similar related field. • Current valid Driver’s License and the ability to undertake some travel • Appropriate IT skills • Satisfactory Police Records Check • Satisfactory Working with Children Check • Right to Work within Australia • NDIS Workers Screening check • NDIS Module
<p>Technical Knowledge and Experience</p>	<ul style="list-style-type: none"> • Ensure that all operational and administrative requirements including case notes, assessments, recovery plans and data are met . • Demonstrated experience and or transferable skills/ knowledge in working with people with a serious mental health or their carers • Experience in the operation of residential programs • An understanding of the biopsychosocial model of mental health and how social inclusion principles are applied to service delivery • Demonstrated ability to operate in a way that ensures maximum participation of participants • An ability to establish effective partnerships including liaison, mediation, negotiation and consultation • An ability to work with culturally and linguistically diverse communities and individuals • Commitment to best practice <p>Desirable:</p> <ul style="list-style-type: none"> • Prior experience working within this sector or with a community based organisation • Fluency in other languages

<p>Skills</p>	<p>Communication</p> <ul style="list-style-type: none"> • Effective communication skills, verbal and written including the ability to develop reports. <p>Interpersonal</p> <ul style="list-style-type: none"> • Strong skills in developing and maintaining relationships with staff and other key stakeholders. • Able to see things from others point of view and confirm understanding of that point of view. • Able to express personal views in a constructive and diplomatic manner. • Able to reflect on how one’s own emotions impact on others. <p>Organising and Planning</p> <ul style="list-style-type: none"> • Able to identify more and less critical activities and operate accordingly, reviewing and adjusting as required. • Able to develop and implement systems and procedures to guide work and track progress. • Able to recognise barriers and find effective ways to deal with them. • Able to identify processes, tasks and resources required to achieve a goal <p>Self-Management</p> <ul style="list-style-type: none"> • Able to plan and prioritise work to ensure outcomes are achieved. • Takes the time to think things through. • Able to anticipate one’s own reactions to situations and prepare accordingly. <p>Information Technology</p> <ul style="list-style-type: none"> • Familiar in Microsoft Office Suite
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Additional Information

This position description may be modified from time to time to reflect organisational changes. Any changes will be discussed and agreed with the incumbent.

Financial Delegation: As per delegation schedule

People – Number of Directs: n/a

Travel Percentage: As Required

On Call: n/a

Special Requirements: n/a

Attachment 1

