

Position Description

Title of the role:	Residential Recovery Lead
Classification:	SCHADS B Level 6
Program Area:	Quality
Location:	Vic or ACT
Reports to:	Quality Practice Development Manager
Last Revised:	May 2023

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 interactions
- We show compassion 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 conversation

Recovery Services

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 for people with a mental health issues and their families.

All our recovery services and advocacy programs:

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

Position Summary

Across Wellways, we operate 16 Prevention and Recovery (PARC) services in Victoria, 3 Youth Residential Rehabilitation services, 1 adult Residential Rehabilitation service and 2 Step Up Step Down services in the ACT. In total, Wellways have 22 residential recovery services across the organisation delivering psychosocial support for people with severe mental health issues or concerns to address key areas that support them to live and participate in their communities.

The Residential Recovery Lead is a dedicated project role which will harness the expertise and insights across all of these residential services to deliver a recognizable Wellways residential model of care, which is:

- Co-produced and or co designed by a variety of stakeholders, including service users and people with a lived experience
- Supported by research, evidence-informed, best practice and ethical
- Informed by planning and audit
- Responsive to participant needs and emerging evidence
- Supportive of professional development
- Constantly evaluated and improved
- Safe for participants and staff

Working across Wellways' entire residential recovery footprint, the Residential Recovery Lead role will lead our organisational approach to ensuring the highest quality of service is offered and a consistent, best practice model is achieved across all our residential recovery services.

The Residential Recovery Lead will oversee and coordinate a range of key projects relating to the quality and safety of the residential recovery services we deliver to participants and their families/carers and will sit within the Wellways Quality and Safety Team.

Refer to **Attachment 1** for a reference to the overall Wellways organisation structure.

Responsibilities

Key Functions	Key Performance Indicators
<p>Best Practice and Model Fidelity</p> <p>Working with Senior Management, Regional and frontline teams, to lead the development and rollout of a consistent model of care across our residential recovery services</p>	<ul style="list-style-type: none"> • Collaboratively lead practice development of residential services through a number of key projects to enhance model fidelity and outcomes for service users • Work with frontline teams to lead a project of mapping, consolidating, standardizing and implementing the Residential Recovery groups model • Develop a proposed consistent outcome measurement to be used across all residential services • Establish a proposed standardised suite of participant experience and evaluation methods to be rolled out across all sites • Lead a project on mapping, consolidating, standardizing and implementing the PARC2Home model across identified residential services • Establish a consistent Operations Group Reporting Proforma and implement the new reporting structure and governance approach across programs • Coordinate and chair the Residential Recovery Community of Practice (COP) • Provide regular monthly reporting and present to the Residential Recovery Governance Committee, outlining progress against intended objectives; and identifying both good practice and practice improvement opportunities and implement corrective actions as required • Ensure that all operational and administrative requirements are met including reports and records
<p>Quality Improvement and Model Development Project Work</p>	<ul style="list-style-type: none"> • Collaboratively lead practice development of residential services through a number of key projects to enhance model fidelity and outcomes for service users • Engage with frontline service delivery teams, managers and external stakeholders to consult and develop improvements to service • Coordinate the project design; convene and chair working groups, undertake collaborative solution design and co-production of new initiatives or improvements to current practice development and consolidating of practices • Facilitate co-design and co-production opportunities related to key practice initiatives within residential services • Use insights gained from data and reporting inputs to make recommendations for practice change and quality improvements

<p>Team Effectiveness</p> <p>Work as an active member of the team to ensure the achievement of program goals</p>	<p>This will include:</p> <ul style="list-style-type: none"> • Working as part of the Quality team, and alongside the Residential Services and regional management teams with 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 • Collaborating with specialists and other teams across Wellways to deliver on objectives as required • Actively participating in team meetings, service planning sessions, performance development review, supervision and staff development activities • Actively building relationships and working collaboratively across Wellways
<p>Maintain a high level of program quality and drive continuous improvement</p>	<ul style="list-style-type: none"> • Monitor the literature for emergent best practice, practice development opportunities and incorporate into practice leadership • Ensure practice improvements align with relevant legislative and/or registration requirements, eg: the National Standards for Mental Health Services and the Mental Health and Wellbeing Act, Victoria • Ensure practice improvements aligns with relevant Wellways policies, procedures and clinical guidelines • Report all incidents and complaints in line with registration requirements and specified timeframes • Maintain safe work practices and a safe and healthy environment in accordance with occupational health and safety policy, procedure and legislation • Maintain and develop own practice by attending relevant network meetings, conferences and forums. In turn, share own experiences and Wellways expertise to promote development of the sector
<p>Organisational Alignment</p> <p>Contribute to the effective operation and ongoing development of residential services to ensure that the program reflects Wellways values, best evidence-based practice and demonstrates innovation</p>	<p>You will actively work with the team to ensure:</p> <ul style="list-style-type: none"> • Residential recovery service enhancements and practice reflect the core values of Wellways • Supports are delivered within Wellways' Practice Frameworks, the Well Together Community Recovery Model and best evidence-based practice • Residential services Programs are reviewed to ensure they reflect individual needs • Quality systems and standards are incorporated to support continuous improvement • Effective relationships are established and maintained with other organisations

Essential Requirements, Knowledge, Experience and Skills

Qualifications & Essential Requirements	<p>Required:</p> <ul style="list-style-type: none"> • Certificate IV/Diploma in Mental Health, AOD or related field OR Tertiary qualification in a social science • 2+ year relevant work experience in mental health sector OR demonstrated experience in quality improvement initiatives within the human services sector • At least 12 months experience within a residential recovery service oriented program • Satisfactory pre-employment checks, including but not limited to National Police Records Check, Working with Children Check/Working With Vulnerable People etc • Evidence of right to work within Australia • NDIS Worker Orientation Module completion certificate <p>Desirable:</p> <ul style="list-style-type: none"> • Demonstrated expertise working alongside clinical mental health services to achieve collaborative outcomes • Current valid Driver's License and the ability to undertake regular travel • Fluency in other languages
Technical Knowledge and Experience	<p>Required:</p> <ul style="list-style-type: none"> • Knowledge of contemporary issues relating to mental health, disability and child protection • Capability to engage and collaborate with senior managers • Ability to critically reason, analyse and form recommendations to senior managers • Ability to drive service improvements and capability to engage others involved in this work • Knowledge and understanding of residential recovery services and the mental health step-up/step-down model in Australia. <p>Desirable:</p> <ul style="list-style-type: none"> • Previous experience in co-design and co-production approaches • Lived expertise of disability and mental health issues (including as a family member or carer); and experience in using lived expertise in leadership and advocacy
Skills	<p>Communication</p> <ul style="list-style-type: none"> • Partnership, participation and negotiation – an ability to liaise, consult and negotiate effectively including an ability to encourage participation and develop effective partnerships with stakeholders. Proven ability and experience in representing organisations. • Effective communication skills, verbal and written, including the ability to develop reports and recommendations on complex complaints/service issues. <p>Interpersonal</p>

	<ul style="list-style-type: none"> • Excellent interpersonal and communication skills to develop and maintain sound relationships with staff and other key stakeholders. • Empathy and ability to see things from others point of view. • Ability to relay investigation findings in a constructive, supportive and positive manner. <p>Organising and Planning</p> <ul style="list-style-type: none"> • Highly developed organisational skills • Ability to implement systems and procedures to guide work and track progress. • Ability to recognise barriers and find effective ways to deal with them. • Ability 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. • Excellent time management and prioritisation skills. <p>Information Technology</p> <ul style="list-style-type: none"> • Proficient with the range of digital platforms including but not limited to: <ul style="list-style-type: none"> ○ Microsoft Office Suite ○ Client management systems
--	---

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

Wellways Organisational Structure

Wellways Organisational Chart

