



Position description

Title of the role:	Youth Outreach Recovery Worker
Classification:	SCHADS Level 4
Program Area:	Youth Outreach Recovery Service YORS
Location:	Barwon, Western Vic
Reports to:	Team Leader of Youth Residential Recovery and Youth Outreach Recovery
Last Revised:	November 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 a mental illness, 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 illness and their families.

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

The Youth Outreach Recovery Service (YORS) is a psychosocial support model for young people aged 16-25 years who have been experiencing mental health symptoms for more than six months and would benefit from wellbeing support. YORS provides eligible young people with short to medium term psychosocial outreach support in the community. YORS Barwon is responsible for service delivery across the Barwon catchment, which includes; Greater Geelong and Colac/Otway region.

The service will help participants to build and consolidate their capacity to better manage their mental health symptoms, develop practical life skills for independent living and self-care, engage in community life, access other health and social support services, and make the journey towards recovery by leading the life they envisage for themselves.

Supports will be tailored to the individual needs and aspirations of each participant and delivered one-on-one and in group-based settings. The program is delivered as an outreach service approach, in the home, office or the community. The program is participant – centred, family and carer inclusive, collaborative and integrated with community and clinical services.

Under the support and direction of the Coordinator of Housing and Youth Services, the role forms part of the Wellways Barwon team. The position will work collaboratively within Wellways and with external key stakeholders for the ongoing development and effective implementation of Wellways vision, mission and strategic objectives.

The position will be located out of the YRR facility in Geelong, the hours of operation will be dependent on the individual needs of the participants and program. Typically, hours of work will be between 8am-8pm Monday-Friday and shifts will be a total length of 7.6 hours. The successful applicant may be required to work a weekend as needed and will be expected to travel within the service catchment (Greater Geelong and Colac Otway) to deliver outreach support.

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
Provision of recovery oriented practice Working within the principles of recovery orientated mental health practice	In the context of the individual, family, community and the principles of recovery, the Recovery Program Worker will: <ul style="list-style-type: none"> • Engage participants, their families and friends in the program where appropriate and develop professional and trusting working relationships. • Conduct regular face to face support visits to connect with the person and to monitor and offer support around key areas • Assist participants to identify areas of need using key assessment and outcomes measurement tools • Encourage linkages into a range of activities to support achievement of goals, including all other Wellways services. • Develop individually tailored recovery plans with each participant which incorporate specific individual goals focusing on skill and knowledge development, including physical health and wellbeing and housing outcomes • Provide direct practical support to participants to attain the skills required to meet the goals identified to ensure social inclusion, including group activities as appropriate • Support participants who are rough sleeping to identify and maintain suitable accommodation. • Utilise lived experience if in a dedicated peer role, according to the tasks and principles of Intentional Peer Support (IPS).
Provision of Harm reduction oriented practice Working to assist participants to manage substance use comorbidities	<ul style="list-style-type: none"> • Encourage and assist participants to access drug and alcohol supports. • Educate and inform participants with strategies to implement harm reduction. • Support participants to identify strategies for relapse prevention.
Core attributes and main responsibilities Collaborate and integrate with community and clinical services and Functions of Participant Care Team	Working collaboratively with other services, establish a Participant Care Team to stirring: <ul style="list-style-type: none"> • Complete comprehensive assessment and care planning • Age and developmentally appropriate • Vocational rehabilitation • Care coordination • Active support to understand and access the NDIS • Healthy lifestyle coaching and group-based exercise programs • Psychoeducation for families and carers • Comprehensive exit planning

<p>Participants and carer participation Engage in ongoing consultation with participants, carers and other relevant parties</p>	<p>This will be achieved through:</p> <ul style="list-style-type: none"> • Engaging participants in the planning, delivery, development, monitoring and evaluation of services • Regularly reviewing the ways in which services are provided to ensure the program is service aligned with individual needs • Providing services in a culturally competent manner for participants and families from Culturally and Linguistically Diverse (CALD) backgrounds
<p>Administration Ensure all documentation is completed in a timely and accurate manner</p>	<ul style="list-style-type: none"> • Ensure that all operational and administrative requirements including case notes, rostering shifts, assessments, recovery plans and data 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 • Ensure adherence to Wellways policies and procedures and all relevant legislation and accreditation standards • Participate in service review and development activities, including team meetings, audits, performance review plans and supervision.
<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>	<ul style="list-style-type: none"> • Working as part of the team on the basis of 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. • Actively participating in team meetings, service planning sessions, PDR supervision and staff development activities. • Participate in continuous improvement processes for the purpose of enhanced program delivery.
<p>Stakeholder Engagement Working with the wider community and key stakeholders to support value adding participant outcomes</p>	<ul style="list-style-type: none"> • Working with the service system and the community to ensure an integrated response • Participating in program promotion and developing appropriate linkages with other community agencies, clinical services and other Wellways programs. • 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

Qualifications & Essential Requirements	<ul style="list-style-type: none"> • Relevant qualifications or commensurate experience in working in a support role for Youth with mental health issues and dual diagnoses. generally, a Diploma qualification or above • Current valid Driver's License and the ability to undertake travel across the municipalities of Greater Geelong and Colac Otway Shire. Other travel may also be required across the Region as directed by the Team Leader or Program Coordinator. • Appropriate IT and Microsoft Office Suite skills • Satisfactory Police Records Check • NDIS Worker Orientation Module Certificate • NDIS Workers Screening Check • Satisfactory Working with Children Check • Right to Work within Australia
Technical Knowledge and Experience	<p>Required:</p> <ul style="list-style-type: none"> • Proven experience in working in the youth mental health sector. • Demonstrated experience and skills in working within programs for youth with complex support needs who may also experience associated risk factors such as substance abuse, rough sleeping or self-harm • An understanding of recovery 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 and collaboration including liaison, mediation, negotiation and consultation • Commitment to best practice • Understanding of the NDIS and service models • An ability to work with culturally and linguistically diverse communities and individuals particularly the local indigenous community <p>Desirable:</p> <ul style="list-style-type: none"> • Prior experience working within the Mental Health, dual diagnosis or community based organisation • Prior experience working with youth/young adults • Understanding of AOD, support needs, issues and experience will be highly regarded for this position

Skills	<p>Communication</p> <ul style="list-style-type: none"> • Effective communication skills, verbal and written including the ability to complete 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 collaboratively work across the organisation • Able to see things from others point of view and confirm understanding of that point of view <p>Organising and Planning</p> <ul style="list-style-type: none"> • 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 • Able to anticipate one's own reactions to situations are prepare accordingly <p>Computer</p> <ul style="list-style-type: none"> • Effective data entry skills • Able to access latest research • Knowledge of data systems such as Carelink and an ability to maintain accurate and up to date records and to interpret data
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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: Nil

Travel Percentage: As required

On Call: As required

Special Requirements: May involve weekend work

