

Reporting to	Team Leader – Youth Residential Recovery Service
Classification	SCHADS Award Classification Level 3
Location	Bendigo

## About ACSO

The agency was established in 1983 as the Epistle Centre, by ex-offender Stan McCormack, to support prisoners to find housing, employment and to stop their offending behaviour. Over 30 years ACSO has grown and diversified to provide life changing support programs for people in or at risk of entering the criminal justice system.

ACSO is an organisation with a bold vision for a community where everyone has the opportunity to thrive, and prison truly is the last resort. It's our goal to reduce re-offending, and our purpose to strengthen the wellbeing of communities by advocating for and delivering services which divert people away from the justice system.

### Our Vision

ACSO's vision is for a community where everyone has the opportunity to thrive, and prison truly is the last resort

### Our Purpose

Our purpose is to strengthen the wellbeing of communities by advocating for and delivering services which divert people away from the justice system.

### Our Ethos

"Create another chance"

### Our Core Values

**Passion;** Our heart and passion are at the core of everything we do.

**Belief in Humanity;** We believe that everyone deserves another chance and entitled to opportunities which can help them change their lives and realise their potential.

**Integrity in all we do;** We are genuine in our relationships with clients and each other, always true to ourselves and courageous in our approach.

**Innovative spirit;** We are willing to explore and develop new and innovative solutions and take on the challenges that confront us.

## Purpose of the position

The role of the Youth Residential Recovery Worker is to deliver lifestyle and skills support for clients of ACSO's Youth Residential Recovery Service and support clinical interventions and treatment programs. The support provided involves helping youths who have mental health diagnosis to develop life skills, implementing treatment strategies, safety plans, facilitating meaningful engagement in activities and opportunities to improve quality of life and increase opportunities for living independently in the community.

The role requires the ability to perform continuous shift work across 24 hours a day, 7 days a week on rostered shifts, which can involve a combination of morning, afternoon and sleep over shifts including weekends. Due to the nature of shift

work the ability to convey important information to co-workers at the end of each shift and to work as part of a team is critical.

## Deliverables

Working under the general direction of the Team Leader, and in collaboration with the Youth Residential Recovery Services Case Manager, the key result areas of the Youth Residential Recovery Worker include:

1. **Develop, implement and evaluate lifestyle and skills programs to support residents to maintain and develop life skills**
  - Assisting residents to develop the skills required for independent everyday living such as leisure activities, meal preparation and cleaning; administration of medication if required; prompting or assisting with personal hygiene or other activities of daily living.
  - Implement risk assessment and risk management strategies that support residents to achieve their goals. Contribute to and implement treatment goals as guided by the Individualised Support Plan, Behaviour Support Plan, Risk Management Plan /safety plan which promote prevention, early intervention and help seeking strategies.
2. **Support residents to develop personal routines and lifestyles to meet their individual needs, abilities and preferences, by**
  - Communicating and interacting in ways that are respectful, culturally sensitive, encouraging personal choice and protect the rights and dignity of clients by enabling reflective and supportive interactions.
  - Identifying and acting on opportunities for clients to develop skills and competencies in a holistic and collaborative way including the client and their family and other support networks.
  - Facilitating clients to maintain relationships with family, friends and support networks in the community as identified in their individual plan.
  - Effectively responding to and supporting clients who are experiencing mental health crisis, including suicidal ideation
  - Working within a trauma informed framework
  - Effectively responding to and supporting clients with comorbidities such as substance use, working within a harm minimisation lens
  - Effectively responding, understanding and supporting clients who experience family violence
  - Effectively responding to and supporting clients to develop positive recovery goals.
  - Actively seek and negotiate opportunities with local community organisations, sport and recreation clubs and educational and vocational providers to support clients to maximise access for clients to a range of opportunities.
3. **As a member of the multidisciplinary team, actively contribute to the development, implementation and review of:**
  - Client assessments.
  - Intake assessments.
  - Care team meetings.
  - Individual support plans., including risk management/safety plansSupporting transitions in and out of ACSO's Residential Recovery Service.
4. **As a member of the team,**
  - Comply with WHS requirements - *Safety is everyone's responsibility. Understanding your WHS responsibilities*

- Supporting clients with cleaning to ensure their environment is not a health risk to themselves, other clients or staff
- Undertake household tasks and actively contribute to maintaining the facility to a safe, clean and welcoming standard.
- Creating and maintaining detailed, accurate and appropriate high-level case files for your clients, on ACSO's client information management database.

## Qualifications

- Minimum Diploma level qualification in a health or behaviour related field (e.g. Community Services, Mental Health, Alcohol and Drug, Disability, etc.) and a minimum of 1-year experience in the mental health field; or the equivalent experience and qualifications.

## Key Selection Criteria

- Demonstrated work experience supporting residents including the ability to develop, implement and review skill development and psychosocial support programs in line with their Individual Support Plans.
- Experience in understanding and responding to residents who may present with a mental health crisis
- Experience in supporting clients with comorbidities such as substance use, working within a harm minimisation lens
- Sound knowledge of the barriers associated with individuals within the mental health system and the legislation relating to the client group particularly in relation to mandated treatment.
- Well-developed interpersonal and communication skills, including the ability to negotiate, liaise and consult with residents and a wide range of staff in both government and non-government organisations and families and carers in a compassionate, caring and supportive way.
- Sound knowledge of working with Aboriginal and Torres Strait Islander clients and other diverse client groups in collaboration with their families, stakeholders and wider community.
- The ability to work as part of a team in a multi-disciplinary environment.
- Sound knowledge of working within Youth Development, Trauma informed and Recovery Orientated Frameworks
- Sound knowledge working with digital technology

## Core Competencies

- **Evaluating problems;** examining information, documenting facts, interpreting data
- **Adopting practical approaches;** applying practical skills, learning by doing, applying common sense
- **Showing resilience;** conveying self-confidence, showing composure, resolving conflict
- **Adjusting to change;** thinking positively, embracing change, inviting feedback
- **Giving support;** understanding people, team working, valuing individuals
- **Meeting timescales;** meeting deadlines, keeping to schedule, finishing tasks
- **Structuring Tasks;** managing tasks, upholding standards, producing output
- **Fostering Inclusion;** inviting diversity, promote equity, culturally responsive, safe and ethical practice

## Mandatory compliance requirements

This role requires each employee to have the below prior to any offer or commencement of employment.

<b>Police check</b>	ACSO will initiate this process during the recruitment and selection process and cover the cost of any Australian or International police checks. Note: ACSO are open to considering employing people with a criminal record.
<b>Working with Children</b>	A valid State employer Working with Children check must be supplied by all new employees (at the cost of the employee)
<b>NDIS Worker Screening Check</b>	An NDIS Worker Screening Check clearance must be supplied by all new employees (at the cost of the employee). This check is valid for 5 years and transferable across NDIS providers.
<b>Car Licence</b>	A valid Victorian driver's licence.
<b>First- Aid / CPR</b>	A current First-Aid Certificate (Provide First Aid, Level 2 or above) and CPR