Position description

Community Rehabilitation & Support Worker – Youth Residential Service

Section A: position details

Position title: Community Rehabilitation & Support Worker
Employment Status: Part Time 0.94 FTE
Classification and Salary: CSD Level 2 from $57,170 - $62,811 pa, pro rata dependent on skills and experience
Location: Neami Moorabbin Youth Residential Service
Hours: 7 day rotating roster
Contract details: Maximum Term Contract until 30th June 2018, with possibility of extension

*Where internal applicants hold ongoing employment in the same type of position at the same level and classification, the option to maintain your ongoing status will be available. Please discuss with the hiring manager.

Organisational context

Neami National is a community-based recovery and rehabilitation service supporting people living with mental illness and psychiatric disability to improve their health, live independently and pursue a life based on their own strengths, values and goals.

We provide services in more than 50 locations, ranging from the inner-city and suburbs to regional and remote parts of Australia.

Our vision is for full citizenship for all people living with a mental illness in Australian society. Our mission is to improve mental health and wellbeing in local communities across the country.

We believe that recovery is an individual process and that with the right kind of support everyone can live a life based on their own strengths, values and goals for the future.

We use an approach called the Collaborative Recovery Model (CRM) to support people through our services. The CRM assists individuals to identify their personal strengths and values, to set goals and then helps them make progress towards achieving them.

We are a smoke free organisation.
Youth Residential Support Service Overview

The Youth Residential Support Service (YRSS) provides a service for young people (16-25) experiencing complex mental health issues as well other significant issues such as but not limited to drug and alcohol use, personality disorders, trauma, identity, gender and developmental challenges.

The YRSS is a program that supports the recovery of young people within a safe and supportive residential environment. The program is aimed towards young people who require intensive support to develop life and adaptive skills and the confidence to progress to, or return to independent living.

There is a strong focus on increasing the individual’s resilience, self-determination, self-awareness and sense of belonging. The program seeks to achieve this by encouraging positive individual growth and development for young people with mental health concerns as well as promoting positive personal and social relationships for young people.

Support services are tailored to the individual needs of young people through flexibility, creativity and innovative ideas. The service encourages and supports access to employment, training and education to aid in the development, growth and confidence of the individual and improve their future career prospects. YRSS offers a broad, creative approach to sourcing opportunities and supports in the community. Neami YRSS support workers work collaboratively with the individual and other young consumers and all stakeholders in the planning and development of the service.

Position overview

As a Youth Residential Community Rehabilitation & Support Worker (CRSW) you will work within a therapeutic environment and provide tailored support to young people experiencing mental health concerns and complex issues promoting individual goals, strengths, choice and empowerment. YRCRWS will work collaboratively with consumers and their own community of friends, family and neighbourhood to encourage and support independence and increase skills and capacity. You will work closely with clinical case managers and other community partner organisations in order to facilitate the best possible comprehensive outcomes to young consumers.

The staff team at the Youth Residential Rehabilitation sites will consist of a Manager and a number of YRCRWS and will be staffed up to 7 days per week. YRCRWS 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.

Period of employment

Maximum Term Contract, subject to a 3-month probationary period.

Accountability

The Youth Residential Community Rehabilitation & Support Worker is accountable to the Youth Residential Support Services Manager.

Conditions of employment

The terms and conditions of employment will be in accordance with the Neami National Employment Agreement – Consumer Service Delivery Level 2: $57,170 - $62,811 pa depending on skills and experience.
Section B: application procedure

If needed, to discuss the position, please contact:

Name: Aida Gogelyte
Title: Service Manager YRR Moorabbin
Contact Phone Number: (03) 8525 0777

To apply, please visit http://neaminational.org.au/work-with-us/career-opportunities to submit your application

Closing date for applications: Thursday 14th December 2017

Section C: key responsibilities

Provide direct support and rehabilitation to young consumers within the Youth Residential Support Service and the community

- Engage consumers and develop trusting and professional relationships
- Engage consumers in the Health Promotion programs and activities
- Actively utilise conflict resolution skills to support challenging situations and behaviours
- Facilitate individual service plan meetings at regular intervals to review goals, treatment and exit planning
- Provide direct practical support to consumers so that they gain/maintain independent living skills. This includes assistance by sharing skills in cooking, nutrition, personal care, budgeting skills, shopping, utilising public transport and other daily living skills
- 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 approach to complete a mental health status measurement and a needs assessment. Using the Collaborative Recovery Model (CRM) 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 programs according to consumer group interest and identified needs
- 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 residential and outreach work
- Facilitate consumer access and participation in community resources and services (e.g. general and mental health, counselling, employment, education, recreation, housing, etc...)
- Establish and maintain relationships with family members, carers, service providers (including mental health clinicians) and other members of the community to ensure effective psychosocial rehabilitation outcomes

Participate fully as a team member

- Using the team approach to support work, collaborate closely with team members in order to ensure continuity of care and provision of a comprehensive service to consumers
- Uphold the integrity and importance of team decisions over a personal approach
- Assume portfolio responsibilities e.g. WHS, Sustainability, Health Promotion and others as identified
• Participate in planning and review processes, both within individual programs and in the broader service
• Actively participate in practice development and reflective practice through team meetings, decision-making processes, service planning session, supervision and staff development activities
• Develop best practice, through continuous development activities
• Assist the team to regularly evaluate the effectiveness of the service in consultation with consumers
• Support Neami National efforts in reducing our impact on the environment and work towards a sustainable future
• Assume portfolio responsibilities

Working with community partners
• Seek to learn about the consumers interests, their connections with family and friends and work together with consumer to build their capacity to be part of their community
• Involve carers, family and friends as identified by the consumer in the individual service plan for the consumer
• Work closely with clinical case managers and external service providers in order to deliver the best possible comprehensive service to consumers
• Work closely with community welfare staff, cultural and recreation staff and education staff to create opportunities for consumers to participate in community activities
• Work collaboratively with housing provider staff to ensure young consumers can find appropriate accommodation post Youth Residential Support Service
• Participate in network meetings as requested
• Maintain knowledge and resources of services in catchment

Maintain records and resources
• Collect and maintain up to date and accurate service delivery data in a timely manner
• With team members collect information on community resources
• Regularly report to the Manager regarding achievement of tasks
• Timely recording of case notes
• Timely completion of CRM protocols and risk assessment documentation

Section D: key competencies

Creating diverse staff teams
The values, skills, attributes and commitment of our staff are key to our success and reputation as a national mental health service that provides high quality support services to people living with a mental illness.

We are strongly committed to further developing and diversifying our work force as part of our strategic directions.

We celebrate multidisciplinary teams and value the rich skills and experiences brought by applicants from a range of sectors and professional backgrounds.

Further depth is brought by those from diverse cultural backgrounds, Aboriginal staff, and those with lived experiences of mental illness and recovery, all of whom are strongly encouraged to apply for any roles that match their skills and interest.

The following competency criteria will inform our selection decision:
Adhering to principles and values

- Upholds ethical behaviour, consistent with values as characterised by honesty, fairness responsibility and hope
- Demonstrates integrity and professional conduct
- Demonstrates respectful, transparent and open communication
- Demonstrates commitment to the program, the organisation and its values

Working with people and building relationships

- Adapts to the team and contributes to a positive team dynamic
- Listens, consults others and communicates proactively to address conflict
- Develops and openly communicates self-insight such as an awareness of own strengths and areas for development
- Clearly and accurately conveys opinions and information respectfully with all forms of communication
- Establishes respectful professional relationships that have clear boundaries with consumers, staff and partner organisations
- Demonstrates an interest and understanding of others and relates well to people at all levels
- Obtains agreement and commitment from others by engaging and gaining respect
- Promotes ideas on behalf of self or others and supports others to self-advocate
- Manages conflict in a fair and transparent manner
- Ability to engage with a diverse range of needs and develop trusting and professional relationships
- Understanding of trauma informed practice and adolescent stages of development

Communicating and facilitating

- Speaks clearly, fluently and honestly to engender trust
- Demonstrates awareness of, and ability to regulate own emotional reactions
- Adapts communication style to meet the needs of others, and identifies changing needs within a group
- Engages a diverse range of people, and facilitates groups with skill and confidence
- Produces new ideas, approaches or insights when working with consumers
- Describes the stages of recovery to facilitate a consumer’s understanding of the recovery journey
- Can creatively tailor group activities to engage and meet the needs of participants
- Uses self-disclosure in a purposeful, meaningful and safe way

Planning, organising and problem solving

- Manages time effectively
- Sources, organises and maintains resources required for a task
- Is accountable and proactive about reviewing progress and outcomes
- Appropriately follows instructions from managers and understands and respects authority
- Exercises common sense in making judgments and seeks solutions to problems

Adapting and responding to change, and coping with challenges

- Flexibility adapts to changing circumstances and responds to the reactions and feedback of others
- Adapts interpersonal style to suit different people or situations
- Shows respect and sensitivity towards diversity
- Deals with ambiguity, making positive use of the opportunities it presents
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- Puts appropriate boundaries around personal issues
- Maintains a hopeful and positive outlook even during challenging times at work
- Demonstrates self-awareness and ability to reflect and handle feedback well and learn from it

In addition you will need:
- Computer literacy
- Current Australian driver’s licence
- Current Working with Children Check

About Neami National

Neami National is a community mental health service supporting people living with mental illness to improve their health, live independently and pursue a life based on their own strengths, values and goals. We were founded in 1986 by a group of concerned residents wanting to support people in their local community.

Our vision is for full citizenship for all people living with a mental illness in Australia. Our mission is to improve mental health and wellbeing in local communities.

Our values and core principles are self-determination, choice, change, respect, empowerment, growth, hope, wellbeing, partnerships, diversity, learning and quality.

We believe everyone can live a fulfilling and meaningful life through connecting with the things they care about, the people around them and their local community. Our role is to work with and walk beside people in their own recovery journey, whatever that means to them and however long it takes.

Today, we support over 8,000 Australians in New South Wales, Queensland, South Australia, Victoria and Western Australia across a variety of short and longer term mental health support and housing services.

Three Reasons to Work with Us

1. **High quality services**

We have a fundamental commitment to provide each person we support with the highest quality services possible that match their values, strengths and goals in life.

We base our work on the best evidence available and have our own Research and Service Development Team. We also have an in-house Learning and Development Team that offers comprehensive training to all staff throughout their time with us.

Our service model is based on the University of Wollongong’s Collaborative Recovery Model, which underpins all our services and provides for consistency and measurable outcomes.

We also incorporate the Optimal Health Program from St Vincent’s Frameworks for Health, our own Physical Health Prompt and other complementary tools and approaches as needed.

2. **Learning and innovation**

We have grown and developed a lot in the last three years, with a doubling of the number of people we support and in the staff who support them.

This growth and development can be directly attributed to the quality of our services and the culture of learning and innovation that drives us as an organisation. We believe in learning new things, considering new perspectives and testing out new ideas as we find better ways to do things.

We are always looking ahead to ensure we can take advantage of new opportunities and respond to any risks or issues that are facing us and our sector.

3. **Support for staff**
Everything we do to support people to improve their mental health and wellbeing relies on our talented, well trained and passionate staff team.

We know that providing support to people with complex needs is challenging as are many of the other corporate roles within our organisation.

That is why we provide a supportive environment, comprehensive training, generous leave provisions and workplace flexibility measures to help people balance work and personal commitments.