

Position description

Community Rehabilitation and Support Worker Intake Support Northern PSS/Sobell

Section A: position details

Position title:	CRSW/Intake Support/Sobell
Employment Status:	Full Time
Classification and Salary:	CSD Level 2 from \$61,529-\$66,116 per annum (pro rata) dependent on skills and experience
Location:	Based at Sobell, 137 High Street, Preston.
	May be required to use own vehicle at times
Contract details:	Maximum Term Contract until 30 June 2021*

*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 may be available. Please discuss with the recruiting 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.

As an organisation based strongly on our mission, vision and values, Neami is committed to demonstrating the highest standards of safety and quality across all of our services. Neami views quality, safety and clinical governance activities as key components of the role and responsibilities of all staff and an essential process in the provision of safe and high-quality support services to consumers.

We are a smoke free organisation.

Position overview

Community Rehabilitation and Support Workers provide a range of rehabilitation and support to consumers, tailored to meet their individual needs. Community Rehabilitation and Support Workers 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.

The CRSW role includes dual responsibility of supporting Neami consumers residing at Sobell and being the intake point for the Northern PSS team as well as potentially managing a small case load of consumers. Please see the key responsibilities for further details.

Below is the overview of Sobell and Northern PSS:

Sobell

Sobell is a collaborative partnership between Housing Choices Australia (HCA) and Neami National. Sobell provides long term, supported and affordable housing to 16 Neami consumers and 16 HCA clients. The apartments are a combination of single and 2 bed properties, with a downstairs office. The CRSW/Intake Support will be based at this office along with several HCA staff. Sobell is staffed by casual Neami CRSW's after hours and on weekends.

Northern Psychosocial Support Services (PSS)

In late 2018 the Primary Health Networks (PHN's) commissioned the PSS services funded through the Commonwealth's National Psychosocial Services (NPS) measure. The purpose of the PSS is to provide nonclinical community-based support for people with severe mental illness and associated reduced psychosocial functional capacity who are not eligible for assistance through the NDIS. The focus of the PSS is to build capacity and connectedness at times when this is most needed, rather than providing ongoing support. The PSS focuses on supporting consumers to:

- Receive practical help (daily living/tasks)
- Be supported (mental health, physical health, education, work, housing, leisure, etc)
- Get connected (with others, family, friends, peers, community, mainstream supports, other services).

The PSS also incorporates the Continuity of support (CoS) arrangements. Commonwealth mental health consumers from the PHaMs, PIR and Day to Day living programs, who are found to be ineligible for NDIS will continue to receive similar levels of support through psychosocial arrangements. Accordingly, the PHN considers the CoS arrangements as part of this team's work.

Accountability

The Community Rehabilitation and Support Worker is accountable to the Service Manager – Sobell and will also work closely with and report to the Service Manager/Clinical Lead – Northern PSS.

Conditions of employment

The terms and conditions of employment will be in accordance with the Neami National Employment Agreement – Consumer Service Delivery Level 2 from \$61,529-\$66,116 pa depending on skills and experience.

A number of benefits are available to staff, including generous salary packaging with rewarding NFP fringe benefit tax exemptions.

Core requirements prior to any offer, or commencement of employment:

Police check	Criminal record checks are mandatory for all new appointments. Neami National will cover the cost of an Australian check. Where a new employee has lived outside of Australia for 12 months or more within the last 10 years, the cost of an International check will be borne by the applicant (~\$142.00).
Working with Children check	A valid Working with Children check must be supplied by all new employees (employee responsibility).
Car licence	A valid Australian driver's licence (P plate or above) must be supplied by all new employees.
Suitable Vehicle	You may be required to use your own roadworthy vehicle insured to a minimum level covering 3rd party fire and theft (comprehensive cover is recommended). The vehicle must be capable of transporting multiple passengers in a safe manner.
Right to work within Australia	You must maintain a right to work in Australia, in the position and location of employment during your employment with Neami. You must comply with all terms of any such grant of a right to work in Australia.

Section B: application procedure

To discuss the position, please contact:

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Name:Jamie Waring, Service Manager, Neami SobellContact Phone Number:9481 0323 or 0434 337 179
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Application should include a CV and a Cover letter explaining your interest in the position and working at Neami National. You do NOT need to provide a written response to the selection criteria.

Closing date for advertisement: Sunday 11th August 2019

Please visit <u>www.neaminational.org.au</u> for more information on our organisation, services and other employment opportunities around Australia

Section C: Key Responsibilities

Provide direct support to Neami consumers residing at Sobell

This aspect of the CRSW's role is to provide flexible support to Neami consumers residing at Sobell for the duration of the program. CRSW will support consumers:

- To maintain their tenancy through improved daily living skills
- With referral to relevant mental health support programs
- Using a strengths-based approach and develop trusting and professional relationships
- By working within a holistic framework considering the needs of consumers, family, carers and other members of the community to ensure tangible rehabilitation outcomes

- By using the Collaborative Recovery Model (CRM) protocols, work collaboratively with consumers to identify their needs, set goals and develop a plan to meet those goal
- By following all OH&S procedures to ensure safe work practices.

Support the Northern PSS intake and consumers:

This aspect of the CRSW role will comprise responsibilities of working in the Northern PSS team intake and supporting consumers:

- Manage inquiries about eligibility and the referral process for Northern PSS.
- Support consumers, carers and other health providers to complete the referral form.
- Receive and action incoming referrals via a dedicated 1300 telephone line, fax and email.
- Collect and manage information about inquiries and referral through appropriate spreadsheet and consumer database (Carelink).
- Conduct initial contact and needs identification, mental health screening and perform brief risk assessment.
- Provide information about appropriate and available services if consumer is deemed ineligible.
- Support the team to manage and review waitlist as and when required.
- Plan, facilitate and evaluate group rehabilitation programs for Sobell and NPSS consumers in collaboration with NPSS colleague
- Depending on workload there is a potential opportunity to manage a small case load of NPSS consumers supporting consumers with practical skills of daily living, managing their mental health, and connecting with the community of their choice

Participate fully as a team member

- Using the team approach to support work, cooperate closely with NPSS team members in order to ensure continuity of care and provision of a comprehensive service to consumers
- Actively participate in reflective practice through NPSS team meetings, decision-making processes, service planning session, supervision and staff development activities
- Assist the team to further develop best practice, review and develop policies, and project submissions
- 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

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 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

• Cooperate and plan together with community housing provider staff to ensure consumers can maintain their accommodation

Maintain records and resources

- Collect, collate and maintain data on consumer contact
- With team members collect information on community resources
- Regularly report to the Manager regarding achievement of work plan

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 credibility, and fosters open honest communication
- Demonstrates commitment to 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 conveys opinions and information verbally
- 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
- Gains 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

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 and organises resources required for a task
- Is accountable and proactive about reviewing progress and outcomes
- Appropriately follows instructions from others 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

- 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
- 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
- Use of personal vehicle as required