

POSITION DESCRIPTION

Position Title:	Psychosocial Recovery Coach
Business Unit:	Pathways
Business Division:	Community & Pathways
Reports To:	Operations Manager, Independent Lives
Classification:	Social, Community, Home Care & Disability Services Award Level 4
Date Prepared/Updated:	Jan 2022

About genU

genU is short for Generation You. Because whatever generation you belong to, whether you're young, old, or somewhere in between, what unites us is the belief that neither disability nor ageing are disadvantages to be endured but challenges to be met boldly, achievements to be had and adventures in the making. Our mission is to enable each person we support to live the life they choose.

OUR VALUES



Business Unit Overview

genU Community & Pathways is a division of genU which provides a range of services and supports to people with disabilities including Business Enterprises, Support Coordination, Participate, Support Coordination, Home Care Packages, Community Participation, Pathways and Childcare and Kindergarten. genU is a registered disability provider supplying services throughout Victoria and South Australia.

Independent Lives is a division of the Pathways branch. Independent Lives is a capacity building support that assists participants to assess the areas of life that they would like to develop to improve daily living and connections to community.

Position Purpose

The Psychosocial Recovery Coach will provide support to people with psychosocial disability to increase their independence, social participation, and economic participation. People will be assisted to take more control of their lives and to better manage complex challenges of day-to-day living. Through recovery-enabling relationships and skilled coaching, people will be supported to build capacity, including strengths and resilience. Recovery coaches will work collaboratively with people, their families, carers, and other services to design, plan, implement and review a recovery plan.

Key Accountabilities of Role

- Demonstrate genU's values, mission, vision, and code of conduct at all times.
- Use a strengths-based model and recovery-oriented framework when working with participants to establish a support and recovery plan with the participant and other relevant stakeholders
- Provide support and guidance to participants in their recovery journey to live a meaningful life in their community. Assist participants to enhance self-determination and access and choose supports that enable independence and social and economic participation.
- Build effective relationships with participants while maintaining appropriate and professional boundaries and adhering to capacity building principles.
- Build effective relationships with relevant community and mainstream resources and stakeholders and ensure participants have up to date and relevant information regarding these resources.
- Assist with appropriate referrals based on participant choice and participants NDIS plan.
- Work collaboratively with participants informal, community, clinical and mainstream supports to support recovery-based outcomes.
- Manage participant issues and complaints with respect and fairness whilst following genU's policies and procedures
- Maintain a working log of all contacts with participants, families/carers and support services within a database.
 - Bill for all supports provided by rostering in Carelink to ensure payment for supports delivered.
 - Prioritise, manage, and administer a caseload / task in a coordinated, efficient and timely manner.
 - Be aware of and ensure all genU policy, procedures and guidelines are adhered to including OH&S.
 - Active engagement in professional development activities and relevant committees identified through supervision sessions
 - Develop and maintain effective working relationships with other branches of genU, other Disability services and Mental Health services, other non-government agencies and the National Disability Insurance Agency (NDIA)

Key Working Relationships:

Internal:
 genU Contact
 Community and Pathways
 Residential and Individual Supports

	<p>External: Participants, family members & advocates National Disability Insurance Agency Staff Local Area Coordinators Registered NDIS providers Disability and Mental Health Community Services Community and Mainstream Services</p>
Key Selection Criteria & Qualifications:	<p>Essential:</p> <ul style="list-style-type: none"> • Minimum Certificate IV in Mental Health, or other qualification relevant to the field of human services • Proven experience working with people with a mental health diagnosis • Substantial experience delivering person centered, strength based and/or recovery-oriented models of service • Demonstrated ability to network with local service providers • Well-developed interpersonal and communication skills, both written and verbal • Exceptional organizational, technology and administrative ability. • NDIS Screening Workers Check • NDIS Worker Orientation Module Certificate of Completion <p>Desirable:</p> <ul style="list-style-type: none"> • Experience working in the NDIS environment • Experience supporting a team
Cultural Fit:	<p>In addition to the selection criteria outlined above, the successful applicant must be able to demonstrate they are committed to the genU Vision, Mission and Values and will bring a collegial approach to the genU workforce and incorporate these values and behaviours.</p> <p>genU values diversity and encourages applications from Aboriginal and Torres Strait Islanders, people with disabilities and from culturally and linguistically diverse backgrounds. genU is committed to making reasonable adjustments where operationally viable.</p>
General Information:	<p>Employment terms and conditions are provided according to relevant award/agreement.</p> <p>This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role.</p> <p>It is not intended to be an exhaustive list of all responsibilities, duties and skills required. genU reserves the right to modify position descriptions as required. Employees will be consulted when this occurs.</p> <p>genU recognises the increased importance of workplace flexibility and will reasonably consider requests for flexibility to balancing work, life and family needs.</p>



	genU is proud to be a child safe organisation with the genU “Keeping Children Safe” policy and adherence to the national child safe standards.
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