



## POSITION DESCRIPTION

<b>Position Title:</b>	Rehabilitation Support Worker
<b>Reports To:</b>	Senior Social Worker
<b>Salary/Classification Level:</b>	Helping Hand Residential and Home Care Staff Enterprise Agreement 2014
<b>Reporting To This Position:</b>	Nil
<b>Special Conditions:</b>	Some out of hours work and metropolitan travel.

### Purpose of the Position

To deliver a range of individualised psychosocial rehabilitation support that is goal focused, individually tailored and at a level of intensity appropriate to the client's needs.

This position provides services to Helping Hand sites and services within the metropolitan area.

### Your Team

The Rehabilitation Support Worker role is a member of the Metropolitan Division Healthcare Services Team and works closely with other support workers, allied health professionals, clinical staff and other staff across both community and residential services.

### Other Key Relationships

This role works closely with clients, their families, groups and communities as well as other service providers and professionals.

The position forms professional networks with other mental health and healthcare services staff internally and externally, particularly to support their professional practice and development. They will collaborate and work with other rehabilitation support workers and staff on activities and projects supporting the broader business outcomes.

## Key Outcomes & Responsibilities

### Customer Service:

- / Adopt, apply and promote a wellness and reablement approach, with client-directed outcome measures, to engage and motivate clients in their goal development and service planning.
- / Provide comprehensive and contemporary, evidence-based individual psychosocial rehabilitation and support services to clients in accordance with each client's needs.
- / Provide individual psychosocial rehabilitation and support services in accordance with agreed care and support plans, relevant legislation, contemporary care standards and Helping Hand philosophy, policy and procedures.
- / Provide input into the monitoring, review and assessment of client progress against the care and support plan by the Coordinator/Social Worker.
- / Ensure client documentation is legible, and that information is accurate and up to date, meeting both legal and organisational requirements.
- / Engage with clients in a professional and approachable manner, demonstrating empathy, consideration and respect.
- / Respond to customer feedback promptly, verify or check information when in doubt, and keep customers informed of progress of any action that is being undertaken.
- / Monitor and evaluate customer satisfaction via the Helping Hand customer feedback and engagement processes.

### Leadership and Teamwork:

- / Work collaboratively with all teams to ensure that the client service needs are met. This includes communicating regularly and effectively within the team and with other teams involved in providing services to the client.
- / Contribute as a leader and team member in creating a positive workplace culture by demonstrating Helping Hand values and code of conduct.
- / Resolve any workplace conflict in a professional manner and through the correct organisational processes.

### Professional Development:

- / Comply with relevant Professional Code of Ethics and take prompt action to correct any unsafe or inappropriate practices.
- / Actively participate in both informal and formal performance management processes, including annual and adhoc performance review, improvement and development.
- / Participate in Helping Hand's Continuing Professional Development (CPD) Program to maintain contemporary professional knowledge and skills through participation in professional development activities.
- / Attend all compulsory training sessions identified by the organisation and undertake other training and development as required.

## Helping Hand's Code of Conduct

As a Helping Hand employee you are required to:

- / Treat others with respect, courtesy and care
- / Be trustworthy and conduct yourself ethically, with integrity, honesty and fairness
- / Value and support difference
- / Ensure the privacy and confidentiality of others is maintained at all times
- / Carry out your duties with appropriate skill and care
- / Ensure that dealings with external parties are conducted in a fair and honest manner
- / Avoid any conflict of interest and avoid showing favouritism to relatives or close friends
- / Use Helping Hand's equipment, building, information and other resources effectively and efficiently
- / Handle conflict in a professional and constructive way without discrimination
- / Abide by the policies, procedures and directives of Helping Hand

## Work, Health & Safety

### **Arrive Safe, Work Safe and Go Home Safe.**

- / Make sure you keep your safety and others safety top of mind at all times. Work safe all the time!
- / If you notice someone doing something unsafe – care enough about them to ask them to stop or find a safer way.
- / Be kind, considerate and respectful of all others – this is how they know you care!
- / Do the training we ask you to do....it's for your own and others safety.
- / If you notice something that is a potential risk or hazard to your safety or others safety – report it. Hazards – turn into accidents! Watch out for spills, things in the way of people, equipment that isn't working.
- / If you report it...be a part of the solution. We need your ideas, solutions and feedback.
- / If you need equipment to do your job safely – make sure you use it. It's there to keep you safe...so use it!
- / If equipment isn't working properly – tell everyone around you (A sign is often good!) and then tell us so we can fix it.
- / If you are involved in an incident or are injured...tell us straight away. Your supervisor will be able to help you.

## Selection Criteria

### Essential

- / Certificate IV Mental Health – Non-Clinical
- / Demonstrated experience providing services to adult clients living with mental health conditions in rehabilitative environments.
- / Demonstrated creative problem-solving ability to support the delivery of community-based and residential-based programs.
- / Demonstrated high level interpersonal skills, with the ability to liaise with people from a diverse range of backgrounds and the ability to be cross culturally sensitive.
- / Excellent verbal and written skills in the provision of clear, succinct and accurate client documentation.
- / Demonstrated experience and skills in the use of mobile and office-based computers devices, and data systems and software relevant to the delivery and recording of service delivery.
- / Demonstrated commitment to teamwork and the ability to initiate and maintain effective working relationships at all levels within a large scale organisation.
- / Demonstrated commitment to continual professional and personal development.
- / Current police clearance
- / Current drivers licence and vehicle
- / Current First Aid and CPR certificates

### Desirable

- / Experience working as a community support worker in the aged care sector.
- / A working knowledge of local community services and networks and ability to utilise this knowledge and networks in the provision of services to clients.

I understand and accept the responsibilities, obligations and requirements of the position outlined in this document.

Employee	Signature	Date
Manager	Signature	Date