

Position Description – Senior Recovery Support Worker

SECTION A: POSITION DETAILS	
Position Title:	Senior Recovery Support Worker
Remuneration:	Social, Community Home Care and Disability Services Award Level 5
Reports to:	Area Manager

Organisation Profile
<p>Richmond Fellowship Queensland (RFQ) is a well-respected not for profit company and leading provider of psychosocial mental health services, serving the Queensland community for 40 years.</p> <p>Richmond Fellowship was founded in Richmond, England, in 1959 and it became a worldwide mental health movement. RFQ is a member of the Richmond Fellowship Asia Pacific Forum and Richmond Fellowship Australia.</p> <p>RFQ builds on its traditional values and strong mission focus with our own progressive thinking, advanced research and best practice service delivery. The organisation provides a professional work environment with a commitment to the development of its leadership team and all staff. RFQ also provides an ethos where people find meaning in the higher purpose of serving the community.</p> <p>The organisation operates across 14 service sites in the wider metropolitan area, Caboolture, Redcliffe, Redlands, Logan, West Moreton, Darling Downs and Wide Bay. RFQ has multiple formal partnerships with Hospital and Health Services, Primary Health Networks and complementary partner organisations.</p> <p>Further information about RFQ can be found at: www.rfq.com.au</p>
Purpose of the Position
The position is responsible for team supervision consistent with RFQ's recovery practice models.
Terms of Employment
<p>RFQ is a party to the <i>Social, Community, Home Care and Disability Services Industry Award 2010</i> (Modern Award). The terms and conditions of employment are contained in the organisation's Contract of Employment which reflects the Award.</p> <p>The position works normal business hours but may be expected to work outside these hours in the performance of the role commensurate with the remuneration and responsibilities of the role.</p> <p>Hours of work also reflect RFQ's family friendly philosophy. Some travel may be required.</p>
Reports and Accountability
<p>The Senior Recovery Support Worker is accountable to the Area Manager for efficient, effective, equitable and quality:</p> <ul style="list-style-type: none"> • Achievement of RFQ, program and position purposes and goals; • Implementation of position responsibilities and program strategies; • Implementation of RFQ policies, operational procedures and work practices; • Achievement of high standards for professional practice and duty of care within the program; and

- Use of the resources of the organisation as required by operational procedures or standards or directions or, where there are no specific guidelines or directions, to standards that would reasonably be expected to apply in the particular circumstances.

SECTION B: KEY RESPONSIBILITIES

- Create and lead a team environment characterised by open and respectful communication in which team members actively and constructively contribute to the achievement of organisational objectives;
- Support and foster a program culture which values lived experience, promotes genuine and open relationships, conflict resolution, responsibility for self, mutual respect, personal growth and other centredness founded on support values of empowerment, trust, compassion, resilience, diversity, integrity and lifelong learning;
- Undertake client assessments and reviews for clients with complex needs including risk assessments in accordance with RFQ's Models of Practice;
- Support clients to identify goals and support needs and negotiate a Schedule of Support in line with their NDIS Support Plan or other funding agreements;
- Advocate on behalf of clients;
- Negotiate Service Agreements with clients;
- Provide supervision for workers to ensure RFQ is meeting its commitments to client outcome and contractual obligations and to support and develop worker skills, knowledge, abilities and wellbeing;
- Maintain oversight of individual and program/project related Service Agreements to ensure contractual obligations are met;
- Provide on call services as rostered;
- Work collaboratively with internal and external stakeholders to coordinate support for clients;
- Participate in relevant networks and community meetings with a view to promoting awareness of issues relating to mental illness and identifying and responding to the needs of RFQ's target group and the communities in which they live;
- Assign and roster workers in response to RFQ's commitment to clients and/or contractual obligations;
- Provide prompt advice to Line Managers about any issues impacting on RFQ's ability to meet its commitments to clients and/or contractual obligations;
- Make accurate and timely written records in accordance with organisational requirements using a range of software applications on office based and mobile technologies for day-to-day record keeping and reporting;
- Produce informative reports about program and project responsibilities;
- Deliver training and oral presentations internally and on behalf of the organisation as directed;
- Assist in the preparation of funding applications and tenders;
- Prepare and monitor program and project budgets and review and report on financial performance in accordance with RFQ reporting requirements;
- Where requested assist in the preparation of the overall organisational budget;
- Identify and manage financial risk;

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- Make financial purchases within RFQ's financial delegations, policies, and procedures and with regard to maximising the efficient use of resources;
- Provide supervision to workers to ensure RFQ is meeting its commitment to client outcomes and contractual obligations and to support and develop worker skills, knowledge, abilities and wellbeing;
- Maintain oversight of individual and program/project related service agreements to ensure contractual obligations are met;
- Participate in supervision and performance review processes and take an active role in identifying professional and organisational development needs;
- Actively contribute to RFQ's continual improvement including identifying opportunities for improvement sharing innovative ideas and practice and utilising new technologies;
- Provide input into the development of organisational policies, procedures and taking into account contemporary practice, quality standards and relevant legislative, regulatory and contractual obligations;
- Implement processes to ensure all workers are informed of, and maintain awareness and understanding of organisational policies, procedures and processes;
- Identify, record and report on hazards, incidents, risks, client feedback (including compliments and complaints) and opportunities for improvement;
- Manage team work practices consistent with WHS requirements and in a way that enables workers to take reasonable care of own health and safety and not adversely affect the health and safety of others;
- Perform other tasks as may be required from time to time.

SECTION C: KEY PERFORMANCE INDICATORS

Service Delivery: The Area Manager is supported with the delivery of supports to clients, consistent with RFQ's Vision and Strategy, policies and procedures, and practice models, with performance requirements met and risks managed.

External relations: Positive working relationships are developed with external stakeholders at relevant levels of the service delivery system.

Staff relationships: Client outcomes are facilitated through working effectively as a member of a team, displaying sound professional judgement and working together to deliver a quality service.

Organisational Culture: The vision and values of the organisation are promoted and role modelled in all relationships.

SECTION D: SELECTION CRITERIA

1. Ability to manage programs and complex projects in a human services context;
2. Demonstrated ability to provide leadership within a team and to develop processes to support productive working relationships;
3. Demonstrated high-level understanding of the community and/or mental health sector and an ability to develop relationships with internal and external stakeholders.

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4. Demonstrated high level interpersonal, oral and written communication skills including the ability to persuasively advocate for clients and the organisation, deliver oral presentations and produce informative reports.
5. Have proven skills and abilities, or the ability to rapidly acquire, in relation to a range of software applications on office based and mobile technology.
6. Demonstrated ability to plan, manage, prioritise and delegate work to achieve team and individual priorities and capacities.
7. Demonstrated ability to solve problems with reference to contemporary practice within a framework of organisational policies, procedures and standards, work health and safety requirements and codes of ethical behaviour.

SECTION E: MANDATORY REQUIREMENTS FOR POSITION

- Degree in a human services related field and demonstrated previous experience working with people with mental illness; or
or
Certificate IV/Diploma in Mental Health or equivalent and significant demonstrated previous experience working in a mentoring role providing services to people with mental illness.
- Current full drivers' licence and access to a registered roadworthy vehicle with either third party or comprehensive insurance cover;
- Undergo criminal history screening and obtain and maintain a positive notice and Yellow Card pursuant to the *Disability Services Act 2006* (Qld).
- Queensland Corrective Services criminal history check (if applicable).

Authorised by Chief Executive Officer:



Date: 17/8/14