

SECTION A: POSITION DETAILS

Position Title: Recovery Support Worker

Remuneration: Social, Community Home Care and Disability Services Award Level 3

Reports to: Assistant Area Manager (subject to Area Manager)

Organisation Profile

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.

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.

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.

The organisation employs staff across multiple service sites in the wider metropolitan area, Caboolture, Redcliffe, Redlands, Logan, West Moreton, Darling Downs, Wide Bay, Gold Coast and Sunshine Coast. RFQ has multiple formal partnerships with Hospital and Health Services, Primary Health Networks and complementary partner organisations.

Further information about RFQ can be found at: www.rfq.com.au

Purpose of the Position

The position is responsible for providing support to clients and may assist supervisors with their responsibilities.

Terms of Employment

RFQ is a party to the *Social, Community, Home Care and Disability Services Industry Award 2010* (Modern Award). The terms and conditions of employment are contained in the organisation's Contract of Employment which reflects the Award.

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.

Hours of work also reflect RFQ's family friendly philosophy. Some travel may be required.

This position is subject to a 6 month probationary period and regular performance reviews.

Reports and Accountability

The Recovery Support Worker is accountable to the Area Manager, through the Assistant Area Manager or delegated supervisor for efficient, effective, equitable and quality:

- achievement of organisational, program and position purposes and goals
- implementation of position responsibilities

- implementation of RFQs policies, operational requirements, work practices and service systems and strategies
- 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.

The Executive Manager and Manager will regularly review service delivery provision to ensure flexible and responsive arrangements in support of local needs, demands and priorities.

SECTION B: KEY RESPONSIBILITIES

- Support and foster a culture which values lived experience, promotes genuine and open relationships, conflict resolution, responsibility for self, mutual respect, personal growth, and other centeredness founded on values of empowerment, trust, compassion, resilience, diversity, integrity and lifelong learning
- Provide client support with day to day tasks and activities in accordance with the published roster and in response to direction from supervisors
- Support clients to identify goals and support needs in line with NDIS Support Plans or other funding agreements
- Assist supervisors to complete and review client assessments including risk assessments and supervisory responsibilities as required
- Collaborate with internal and external stakeholders to support clients with skills development, capacity building and community connections
- Provide prompt advice to supervisors about any issues affecting RFQ's ability to meet its commitments to clients and or contractual obligations
- Perform duties in accordance with the approved roster and in response to direction from Managers
- Make accurate and timely written records in accordance with organisational requirements using office based and mobile technologies
- Assist the supervisor to produce informative reports as required about activities within nominated areas of responsibility
- Actively and constructively contribute to a team environment through open and respectful communication and by participating and supporting others to participate in meetings and organisational planning and review processes
- Participate in supervision and performance review processes and take an active role in identifying professional and organisational development needs
- Contribute to RFQ's continual improvement including identifying opportunities for improvements, sharing innovative ideas and practices, and utilising new technologies
- Maintain awareness of organisational policies, procedures and processes as documented in RFQ's Quality Management System
- Identify, record and report on hazards, incidents, risks, client feedback (including compliments and complaints) and opportunities for improvement
- Perform other tasks with appropriate supervision 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

Qualification:

- Diploma in a human services related field, and demonstrated previous experience working with people with mental illness

Experience and Skills:

- Ability to develop and implement support plans with clients based on detailed knowledge of client issues and RFQ's Model of Practice
- Ability to work effectively in a team and contribute positively and constructively to achieve program and organisation objectives
- Effective interpersonal, oral and written communication skills including the ability to advocate for clients and the organisation, and to make accurate and timely written records
- Ability to quickly acquire knowledge of established work practices and procedures relevant to the workplace
- Ability acquire a good understanding of award provisions for rostering purposes
- Ability to work collaboratively with internal and external stakeholders to support clients and the organisation to achieve positive outcomes
- Ability to plan, manage and work to achieve team and individual priorities
- Have skills and abilities in relation to a range of software applications on office based and mobile technology
- Ability to work within a framework of organisational policies, procedures and standards, work health and safety requirements and codes of ethical behaviour

Attributes:

The successful applicant will:

- Be compassionate, ethical and objective
- Be highly organised and dedicated
- Have the ability to develop genuine and open relationships with a range of stakeholders
- Be flexible, with the ability to respond to changing requirements and timeliness
- Have the ability to work both autonomously and in a team environment

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- Enthusiastically embrace the mission and values of the company

SECTION E: MANDATORY REQUIREMENTS FOR POSITION

- Minimum qualifications and experience are met according to the selection criteria
- Disclose any health condition of which the employer would need to be aware in fulfilling its duty of care to the employee
- Open 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:

