

**SECTION A: POSITION DETAILS**

<b>Position Title:</b>	Wellbeing and Recovery Worker - Indigenous Identified
<b>Remuneration:</b>	SCHADS Award Level 4
<b>Reports to:</b>	Area Manager through Senior Recovery Support Worker

**Organisation Profile**

Richmond Fellowship Queensland (RFQ) is a well-respected not for profit provider of community sector mental health services, serving the community for over 45 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.

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, Sunshine Coast and Townsville. RFQ has multiple formal partnerships with Hospital and Health Services, Primary Health Networks, Beyond Blue, Comcare and other partners.

Further information about RFQ can be found at: [www.rfq.com.au](http://www.rfq.com.au)

The position is a collaborative relationship with the Jaydon Adam Memorial Foundation [JAMF] which delivers programs and services responsive to the cultural needs and aspirations of Aboriginal and Torres Strait Islander Youth. JAMF promote and deliver improvement in the mental well-being of all Aboriginal and Torres Strait Islander people and non-indigenous people in Toowoomba and the Darling Downs to advance their social, cultural, and economic status. Further Information can be found at [www.jamf.com.au](http://www.jamf.com.au)

**Purpose of the Position**

The position is responsible for providing recovery support and promoting the wellbeing of all adults, with a focus on Aboriginal and Torres Strait Islander persons. A key part of the role will include nurturing linkages with Indigenous organisations and communities.

The position is located at both the JAMF and RFQ Toowoomba office as part of RFQ's Indigenous Partnership Program.

**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.

The position is subject to a 6-month probationary period.

Consistent with the tenets of s25 of the *Anti-Discrimination Act 1991 (Qld)*, the position recognises there is a genuine occupational requirement for the incumbent to be Indigenous and have lived experience of the Aboriginal or Torres Strait Islander Community.

### Reports and Accountability

The Wellbeing Worker - Indigenous Identified is accountable to the Area Manager through Senior Recovery Support Worker 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 position may have delegated financial expenditure and other authorities as required by the Chief Executive Officer.

The position has no direct operational reports.

The position reports to the Area Manager who will regularly review service delivery provision to ensure flexible and responsive arrangements in support of local needs, demands and priorities in consultation with the Area Manager and CEO of JAMF.

The Area Manager is assisted in support of the role by RFQ's Manager Indigenous Project and the CEO or delegate of JAMF.

## 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.
- Nurture culturally secure services through the development of strong relationships with Aboriginal and Torres Strait Islander services and communities.
- Influence, lead, guide, and deliver culturally secure services through:
  - cultural supervision and peer support of other Aboriginal and Torres Strait Islander staff
  - providing cultural mentoring and guidance to non-Indigenous workforces
  - advocating for the needs of Aboriginal and Torres Strait Islander peoples
  - providing cultural leadership, guidance, and direction in service planning, development, and delivery
  - providing guidance for RFQ staff regarding Aboriginal and Torres Strait Islander services and resources.
- Provide client support in accordance with RFQ's Model of Practice including outcomes planning and strengths-based recovery support through skills development, capacity building and community connections.

- Complete client safety assessments, plans and reviews in accordance with RFQ's Model of Practice
- Assist supervisors to produce informative reports as required about activities within nominated areas of responsibility.
- Work collaboratively with internal and external stakeholders to support clients to achieve their goals/outcomes.
- Participate in relevant networks and community meetings with a view to maintaining and sharing up to date knowledge of the community and mental health sector and services and resources and opportunities for clients and RFQ.
- Provide accurate and timely written records in accordance with organisational requirements using office based and mobile technologies.
- Contribute to RFQ's continual improvement including identifying opportunities for improvements sharing innovative ideas and practice and utilising new technologies.
- Problem solve and resolve conflicts, ensuring adherence to established procedures and practices.
- Provide day to day supervision in relation to managing team dynamics and supporting productive working relationships as required.
- 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 Indigenous clients, consistent with RFQ's Vision and Strategy, policies and procedures, and practice models, with performance requirements met and risks managed.

**External relations:** Professional 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 Strategy and values of the organisation are promoted, and role modelled in all relationships.

## SECTION D: SELECTION CRITERIA

### Qualification:

- A degree in a human service related field with relevant experience or other tertiary qualification with substantial years of relevant experience and lived Indigenous experience.

### Knowledge and Skills:

- Proven knowledge related to the delivery of mental health services.
- Proven ability to quickly acquire skills.
- Proven ability to develop collaborative relationships with external stakeholders.

- Proven problem solving and conflict resolution skills.
- Proven ability planning, managing, prioritising, and supervising work to achieve team and individual priorities.
- Highly proficient in relation to a range of software applications on office based and mobile technology.
- Demonstrated 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.
- Enthusiastically embrace the mission and values of the company.

**SECTION E: MANDATORY REQUIREMENTS FOR POSITION**

- The successful applicant will be identified as an Indigenous Australian.
- 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:**


13 / 8 / 21