

SECTION A: POSITION DETAILS

Position Title: Recovery Support Worker – Rostering

Remuneration: Social, Community Home Care and Disability Services Award Level 3 / 4

Reports to: Coordinator or relevant 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 assigns and rosters staff in response to executed NDIS Service Agreements and Schedules of Supports and provides day to day supervision or assists in the day to day supervision to NDIS Support Workers.

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. There may also be a requirement to complete overnight / sleep over shifts and / or weekend shifts

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 - Rostering is accountable to the Coordinator or relevant Manager 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 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
- Assign and roster staff in accordance with the participants plan, schedule of supports and supervised staff allocations
- Provide day to day supervision or assist supervisors in their supervisory responsibilities in relation to managing team dynamics and supporting productive working relationships
- Assist supervisors to maintain oversight of Individual Service Agreements / program KPI's to ensure contractual obligations are met
- Assist supervisors to produce informative reports as required about activities within nominated areas of responsibility
- Complete client safety assessments, plans and reviews in accordance with RFQ's Model of Practice/ Peer Work Framework
- Provide on call services as rostered
- Work collaboratively with internal and external stakeholders to support clients to achieve their goals/outcomes
- Problem solve and resolve conflicts, ensuring adherence to established procedures and practices
- 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
- Provide client support in accordance with RFQ's Model of Practice/Peer Work Framework including outcomes planning and strengths based recovery support through skills development, capacity building and community connections, as required
- Contribute to RFQ's continual improvement including identifying opportunities for improvements sharing innovative ideas and practice and utilising new technologies

- Perform other tasks with appropriate supervision as may be required from time to time

SECTION C: KEY PERFORMANCE INDICATORS

Service Delivery: The 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: 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:

- Four year degree in a human services related field with at least one year relevant experience; or less formal qualifications with substantial years of relevant experience.

Experience and Skills:

- Proven experience in or willingness and ability to quickly acquire skills in planning and implementing a rostering /scheduling system within the human services sector
- Proven strong administrative skills with attention to detail and the ability to prioritise workload and respond to rostering matters in a timely manner
- Proven experience in or demonstrated ability to quickly acquire skills providing supervisory support and building productive working relationships
- Demonstrated understanding of the community and/or mental health sector
- Proven experience in working collaboratively and professionally with internal and external stakeholders to achieve client and organisational outcomes
- Proven skills in modelling self-awareness, self-management and social awareness in communications, problem solving and conflict resolution
- 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

- 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:

