

SECTION A: POSITION DETAILS

Position Title:	Senior Recovery Support Worker – NDIS Core Supports
Remuneration:	Social, Community Home Care and Disability Services Award Level 5
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 is responsible for team supervision and supports the rostering of NDIS support staff in response to NDIS Service Agreements and Schedule of Supports.

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 Senior Recovery Support Worker – NDIS Core Supports is accountable to the Area Manager for efficient, effective, equitable and quality:

- 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.

The position will 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.

The position may have multiple direct operational reports within the overall responsibilities of the region.

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 supervision, manage team dynamics and support productive working relationships
- Develop and lead teams to ensure RFQ meets its commitments to client outcomes, contractual obligations and to support and develop staff's skills, knowledge, abilities and wellbeing
- Carry out performance appraisals and support staff in their ongoing professional development
- Maintain oversight and support of staff rosters in response to RFQ's commitment to clients and contractual obligations
- Lead team meetings, client reviews and client safety planning
- Support clients to identify goals and support needs, negotiate Schedule of Supports in line with their funding agreement and negotiate / review Service Agreements
- Provide on call services as rostered
- Maintain accurate and timely written records in accordance with organisational requirements using office based and mobile technologies
- Produce informative reports as required about activities within nominated areas of responsibility
- Prepare, monitor, review and report on budgets and service performance in accordance with RFQ reporting requirements
- Collaborate with internal and external stakeholders to achieve client, program and organisational goals

- Advocate on behalf of clients and the organisation with clear and persuasive messages
- Contribute to RFQ's continual improvement including identifying opportunities for improvement sharing innovative ideas and practice and utilising new technologies
- Perform other tasks including direct client support as may be required

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 preferably 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 leading and supervising teams and complex projects in a human services context
- Demonstrated understanding of the community and/or mental health sector
- 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 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
- Proven experience in planning, managing, prioritising and delegating work to achieve team and individual priorities
- Highly proficient in relation to a range of software applications on office based and mobile technology

- Proven skills in working within a framework of organisational policies, procedures and standards, work health and safety requirements and codes of ethical behaviour
- 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
- Demonstrated proactive approach to problem solving and leads teams to do the same.

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: 10/4/19