

<b>Position</b>	Community Rehabilitation Worker
<b>Classification</b>	OPS3
<b>Division</b>	Mental Health
<b>Department / Section / Unit / Ward</b>	Marion Psychosis
<b>Role reports to</b>	Operationally: > Team Manager Professionally: > Team Manager
<b>CHRIS 21 Position Number</b> M54769	<b>Role Created / Review Date</b> 01/02/2019
<b>Criminal History Clearance Requirements</b> <input checked="" type="checkbox"/> National Police Check <input checked="" type="checkbox"/> Child - Prescribed (Working with Children Check)	<b>Immunisation Risk Category</b> Category B (indirect contact with blood or body substances)

## JOB SPECIFICATION

### Primary Objective(s) of role:

The Community Rehabilitation Worker (CRW) works under the general direction of the Care Coordinators to provide a range of non-clinical, psychosocial support to consumers. Under the general direction of the care coordinator the CRW will provide psychosocial support as described within the individuals care plan. As a member of the Community Mental Health Integrated Team, the CRW will work across a range of environments to assist and support the development of the consumer's skills in partnership with their existing formal and informal networks.

### Direct Reports: (List positions reporting directly to this position)

> Nil

### Key Relationships / Interactions:

#### Internal:

- > Reports to the Team Manager for operational purposes.
- > The CRW receives support and delegations on a daily basis from Care Coordinators and the Clinical Coordinator on shift, as directed by the Manager. The staff member who provides care coordination for the consumer countersigns the CRW's notes is accountable for the work the CRW has completed.

#### External:

- > The position is also required to establish and maintain consultative and collaborative working relationships with internal and external key stakeholders.

### Challenges associated with Role:

Major challenges currently associated with the role include:

- > Working within a changing environment
- > Working with complex mental health consumers
- > Managing own workload and competing demands

**Delegations:** (As defined in SALHN instruments of delegations)

(Levels / limits of authority in relation to finance, human resources, Work Health and Safety and administrative requirements as defined by Departmental delegations and policies.)

Financial	N/A
Human Resources	N/A
Procurement	N/A

**Resilience**

SA Health employees persevere to achieve goals, stay calm under pressure and are open to feedback.

**Performance Development**

It is your responsibility to actively participate in the Performance Review & Development Program which will include a six (6) monthly review of your performance against the responsibilities and key result areas associated with your position and a requirement to demonstrate appropriate behaviours which reflect a commitment to South Australian Public Sector and SALHN values and strategic directions.

**General Requirements**

Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Policies, Procedures and legislative requirements including but not limited to:

- > National Safety and Quality Health Care Service Standards.
- > *Work Health and Safety Act 2012 (SA)* and when relevant WHS Defined Officers must meet due diligence requirements.
- > *Return to Work Act 2014 (SA)*, facilitating the recovery, maintenance or early return to work of employees with work related injury / illness.
- > Meet immunisation requirements as outlined in the Immunisation for Health Care Workers in South Australia Policy Directive.
- > Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- > *Children and Young People (Safety Act) 2017 (SA)*
- > *Public Interest Disclosure Act 2018*.
- > Disability Discrimination.
- > Information Privacy Principles.
- > Relevant Awards, Enterprise Agreements, *Public Sector Act 2009*, *Health Care Act 2008*, and the SA Health (Health Care Act) Human Resources Manual.
- > Relevant Australian Standards.
- > Duty to maintain confidentiality.
- > Smoke Free Workplace.
- > To value and respect the needs and contributions of SA Health Aboriginal staff and clients, and commit to the development of Aboriginal cultural competence across all SA Health practice and service delivery.
- > Applying the principles of the South Australian Government's Risk Management Policy to work as appropriate.
- > *Mental Health Act 2009 (SA)* and Regulations.

### Handling of Official Information

By virtue of their duties, SA Health employees frequently access, otherwise deal with, and/or are aware of, information that needs to be treated as confidential.

SA Health employees will not access or attempt to access official information, including confidential patient information other than in connection with the performance by them of their duties and/or as authorised.

SA Health employees will not misuse information gained in their official capacity.

SA Health employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy, or lawful and reasonable direction.

### Special Conditions

- > It is mandatory that no person, whether or not currently working in SA Health, will be eligible for appointment to a position in SA Health unless they have obtained a satisfactory Background Screening and National Criminal History Clearance.
- > Prescribed Positions under the *Child Safety (Prohibited Persons) Act 2016* and Child Safety (Prohibited Persons) Regulations 2019 must obtain a Working with Children Clearance through the Screening Unit, Department of Human Services.
- > Working with Children Clearance must be renewed every five (5) years.
- > 'Approved Aged Care Provider Positions' as defined under the Accountability Principles 1998 made in pursuant to the *Aged Care Act 2007* (Cth) must be renewed every 3 years.
- > Appointment and ongoing employment is subject to immunisation requirements as per Risk Category identified on page 1.
- > Depending on work requirements the incumbent may be transferred to other locations across SA Health to perform work appropriate to classification, skills and capabilities either on a permanent or temporary basis subject to relevant provisions of the *Public Sector Act 2009* for Public Sector employees or the SA Health (Health Care Act) Human Resources Manual for *Health Care Act 2008* employees.
- > The incumbent may be required to participate in Counter Disaster activities including attendance, as required, at training programs and exercises to develop the necessary skills required to participate in responses in the event of a disaster and/or major incident.
- > Must possess a current unrestricted South Australian drivers licence and be willing to drive.
- > Is required to travel between locations and work within a consumer's own environment within the metropolitan region.
- > Some out of hours work may be required

Key Result Areas	Major Responsibilities
Direct/indirect patient/client care	<ul style="list-style-type: none"> <li>&gt; Commitment to delivering high quality and safe care consistent with the SALHN Integrated Governance Framework and Consumer Engagement Framework and Plan.</li> <li>&gt; Working under the direction of Care Coordinators, actively encouraging, and supporting consumers to work towards the goals, as outlined within their care plans.</li> <li>&gt; Providing practical assistance to consumers in accessing services provided by other teams or agencies including advocating for the consumer and negotiating with other agencies.</li> <li>&gt; Working in partnership with care coordinators, the consumer, their carers and families and key stakeholders, to assist with the planning, development and implementation of services that focus on enhancing the consumer's capacity to self-manage their illness.</li> <li>&gt; With the multi-disciplinary team, where identified as appropriate, implementing specific evidence-based programs for consumers that are based on needs and have a recovery-oriented rehabilitation focus.</li> <li>&gt; Under the direction of Care Coordinators, implementing a combination of inter-agency and intra-agency programs and projects based in the community prioritising community engagement i.e. life skills, pre-vocational training, development of hobbies, making friends, and sustainability.</li> <li>&gt; Undertaking a variety of rehabilitation focused projects with consumers, by following clear protocols as developed and prescribed by clinicians within the multidisciplinary team.</li> <li>&gt; Undertaking rehabilitation of a practical and purposeful nature with consumers both individually or in groups.</li> <li>&gt; Engaging in education, coaching, and modelling behaviours and activities to support community integration, self-management of illness and community living.</li> <li>&gt; Supporting the transition of consumers who access the ISCMH medication clinics to attend their GP for clinic services</li> </ul>
Foster team work and enhance consumer care:	<ul style="list-style-type: none"> <li>&gt; Demonstrating respect, courtesy, and care by valuing team members for their unique potential and skills.</li> <li>&gt; Working collaboratively and develops effective partnerships with government and non-government agencies, consumers, carers, and their families that may be involved in their care.</li> <li>&gt; Being aware of own communication style and behaviours and modifying these to achieve positive outcomes and relationships with others.</li> <li>&gt; Working under the direction of Care Coordinators employed within the multidisciplinary team.</li> </ul>
Commit to ongoing quality, service and personal development:	<ul style="list-style-type: none"> <li>&gt; Effective and respectful communication process will be integral to meeting the needs of all staff.</li> <li>&gt; Performing roles and responsibilities in accordance with the National Standards for Mental Health Services.</li> <li>&gt; Actively participating in service evaluation activities in collaboration with staff, consumers, carers and the general community.</li> <li>&gt; Actively participating in service improvement.</li> <li>&gt; Complying with mandatory training requirements.</li> <li>&gt; Participating in operational supervision with the team manager and receiving task supervision from the referring Care Coordinator</li> <li>&gt; Participating in performance reviews and developments to establish training and development goals.</li> </ul>

	<ul style="list-style-type: none"> <li>&gt; Being responsible and accountable for taking reasonable care to protect own health, safety and welfare, and avoiding adversely affecting the health, safety and welfare of any other person at work through any act or omission.</li> <li>&gt; Complying with occupational health, safety and welfare policies, safe work practices, and other written arrangement for occupational health, safety, and welfare at work.</li> <li>&gt; Contribute to a safe and healthy work environment, free from discrimination and harassment by working in accordance with legislative requirements, the Code of Ethics for the South Australian Public Sector and departmental human resource policies, including WHS requirements.</li> </ul>
<p>Contribution to effective operation of unit</p>	<ul style="list-style-type: none"> <li>&gt; Contributing to the development of an integrated team approach and culture which is highly responsive to the needs of our consumers.</li> <li>&gt; Contributing to the promotion and implementation of the objects and principles of the Health Care Act 2008 and Public Sector Act 2009 (inclusive of the Code of Ethics for the South Australian Public Sector).</li> <li>&gt; Adhering to the provisions of relevant legislation including, but not limited to, the Equal Opportunity Act 1984, Work Health and Safety Act 2012 (SA) (WHS), Awards and Enterprise Agreements.</li> <li>&gt; Demonstrating appropriate behaviours which reflect a commitment to the Department of Health values and strategic directions.</li> <li>&gt; Undertaking training as required to attain and maintain required competency of skills and knowledge applicable to the role.</li> <li>&gt; Observing and reporting to the relevant care coordinator, the consumers' participation, their strengths and difficulties during involvement in programs and individual contact.</li> <li>&gt; Timely and accurate documentation in case notes</li> <li>&gt; Participating and contributing in regular team meetings and ongoing communication within the multi-disciplinary team.</li> <li>&gt; Collecting, reporting and interpreting required data in the evaluation of service outcomes.</li> </ul>

## 1. ESSENTIAL MINIMUM REQUIREMENTS

### Educational/Vocational Qualifications

- > Certificate IV in Mental Health Work – non-clinical or be a student in an undergraduate program in a relevant health discipline

### Personal Abilities/Aptitudes/Skills

- > Demonstrated ability to communicate effectively with a diverse group of individuals and communities.
- > Demonstrated capacity for initiative and to work appropriately under direction.
- > Ability to carry out psychosocial focused tasks with consumers, either individually or in group settings in partnership with care coordinators.
- > Proven ability to work as a team member and to respectfully participate and contribute within a team environment.
- > High standard of verbal and written skills and actively reports back to care coordinator.
- > Demonstrates flexibility of thinking to adapt creatively and innovatively to situations.
- > Works well under the direction of others, but is capable of working within scenarios of greater complexity.
- > Demonstrates a high level of practical psychosocial intervention skills and recovery-oriented practice.
- > Proven commitment to the principles and practise of:
  - EEO, Ethical Conduct, Diversity and Worker Health & Safety.
  - Quality management and the provision of person and family centred care.
  - Risk management.

### Experience

- > Experience working with people living with a disability and/or severe and complex mental health issues.
- > Experience in working under the direction of care coordinators to plan, implement, and evaluate group and individual recovery-oriented rehabilitation interventions, and delivery of such plans in a community setting.
- > Experience of working in a multi-disciplinary team environment.
- > Experience in facilitating community development and health promotion projects.
- > Proactively seeks information from diverse stakeholders to understand a range of perspectives and broad implications.
- > Proven experience in delivering high quality and safe care consistent with the National Safety and Quality Health Care Service Standards. (Mandatory for all clinical positions.)

### Knowledge

- > Awareness of National Safety and Quality Health Service Standards.
- > Understanding of Delegated Safety Roles and Responsibilities.
- > Understanding of Work Health Safety principles and procedures.
- > Understanding of Quality Management principles and procedures.
- > Awareness of person and family centred care principles and consumer engagement principles and procedures.
- > Knowledge of a wide range of community services and resources and how to access those appropriate to consumers' needs and goals.
- > Relevant legislation pertaining to mental health services.
- > Understanding of underpinning philosophy of rehabilitation and recovery in relation to mental illness.
- > Knowledge of a wide range of community services and resources and how to access those appropriate to consumers' needs and goals.
- > Knowledge of the rights and responsibilities of mental health consumers.
- > National mental health reform strategy and agenda

**2. DESIRABLE CHARACTERISTICS** (to distinguish between applicants who meet all essential requirements)**Experience**

- > Proven experience in basic computing skills, including email and word processing.
- > Experience in group facilitation

**Knowledge**

- > Awareness of the Charter of Health and Community Services rights.



## Organisational Overview

Our mission at SA Health is to lead and deliver a comprehensive and sustainable health system that aims to ensure healthier, longer and better lives for all South Australians. We will achieve our objectives by strengthening primary health care, enhancing hospital care, reforming mental health care and improving the health of Aboriginal people.

SA Health is committed to a health system that produces positive health outcomes by focusing on health promotion, illness prevention and early intervention. We will work with other government agencies and the community to address the environmental, socioeconomic, biological and behavioural determinants of health, and to achieve equitable health outcomes for all South Australians.

## SA Health Challenges

The health system is facing the challenges of an ageing population, increased incidence of chronic disease, workforce strategies, and ageing infrastructure. The SA Health Strategic Plan has been developed to meet these challenges and ensure South Australians have access to the best available health care in hospitals, health care centres and through GPs and other providers.

## Our Legal Entities

SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health and Wellbeing. The Department for Health and Wellbeing is an administrative unit under the Public Sector Act 2009.

## Governing Boards

The State Government is reforming the governance of SA Health, including from 1 July 2019 the establishment of 10 Local Health Networks, each with its own Governing Board.

Statewide	> Women's and Children's Health Network
Metropolitan	> Central Adelaide Local Health Network > Southern Adelaide Local Health Network > Northern Adelaide Local Health Network
Regional	> Barossa Hills Fleurieu Local Health Network > Yorke and Northern Local Health Network > Flinders and Upper North Local Health Network > Riverland Mallee Coorong Local Health Network > Eyre and Far North Local Health Network > South East Local Health Network

## Southern Adelaide Local Health Network (SALHN)

SALHN provides care for more than 350,000 people living in the southern metropolitan area of Adelaide as well as providing a number of statewide services, and services to those in regional areas. More than 7,500 skilled staff provide high quality patient care, education, research and health promoting services.

SALHN provides a range of acute and sub-acute health services for people of all ages.

SALHN includes

- > [Flinders Medical Centre](#)
- > [Noarlunga Hospital](#)
- > [GP Plus Health Care Centres and Super Clinics](#)
- > [Mental Health Services](#)
- > Sub-acute services, including [Repat Health Precinct](#)
- > [Jamie Larcombe Centre](#)
- > [Aboriginal Family Clinics](#)





**Code of Ethics**

The Code of Ethics for the South Australian Public Sector provides an ethical framework for the public sector and applies to all public service employees; it sets out the **South Australian Public Sector Values** as:

- > **Service** – We proudly serve the community and Government of South Australia.
- > **Professionalism** – We strive for excellence.
- > **Trust** – We have confidence in the ability of others.
- > **Respect** – We value every individual.
- > **Collaboration & engagement** – We create solutions together.
- > **Honesty & integrity** – We act truthfully, consistently, and fairly.
- > **Courage & tenacity** – We never give up.
- > **Sustainability** – We work to get the best results for current and future generations of South Australians.

The Code recognises that some public sector employees are also bound by codes of conduct relevant to their profession.

**Domestic and Family Violence**

The Southern Adelaide Local Health Network (SALHN) recognises the devastating impact domestic or family violence can have on the lives, of those who experience abuse and are committed to supporting employees who experience domestic or family violence by providing a workplace environment that provides flexibility and supports their safety.

**Role Acceptance**

I have read and understand the responsibilities associated with the Community Rehabilitation Worker in the Division of Mental Health and organisational context and the values of SA Health as described within this document.

\_\_\_\_\_  
Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date