

Mission Australia

About us:	Mission Australia is an inclusive employer. We celebrate our diversity and strive to reflect contemporary Australian society and all the communities in which we work, in order to better serve our clients. We welcome and encourage applications from women, Aboriginal and Torres Strait Islander people, Culturally and Linguistically Diverse people, People with Disability, sexually and gender Diverse people, people with lived experience of adversity and from people of all ages.
Purpose:	<p>We encourage an inclusive work environment where Christians can be open about their faith. We welcome employees and volunteers from all walks of life who share and champion our values and reflect the communities in which we work.</p> <p>Importantly, our services assist all Australians in need, including people of varied religions, people from Aboriginal and Torres Strait Islander and culturally and linguistically diverse communities, people with disability and sexually and gender diverse people</p>
Values:	Compassion Integrity Respect Perseverance Celebration
Goal:	To reduce homelessness and strengthen communities.

Position Details:

Position Title:	Recovery Support Worker (Level 2)
Division:	Service Delivery
Reports to:	Program Manager
Position Purpose:	<p>The Housing & Accommodation Support Initiative (HASI) program is a NSW state project with formal partnerships between the NSW Health Ministry of Health and NGOs. HASI aims to strengthen the community based responses to adults aged 16 years and older with severe mental illness through psychosocial support. The HASI program aims to offer flexible hours of support based on need instead of a set package allocation. This flexibility in delivery will ensure individualised care is linked directly to a consumer's changing levels of needs as assessed by the consumer, their clinical professionals and the HASI support team. HASI aims to work with consumers on their recovery journey whilst also reducing hospital admissions, recidivism & homelessness. HASI workers will assist to support a consumer's holistic care ensuring open communication between all stakeholders in their recovery journey and driving shared and sustainable consumer outcomes.</p>

Position Requirements (What are the key activities for the role?)

Key Result Area 1 – Consumer Support	
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Provide support to consumers with daily living skills as required, for example; cooking, cleaning, prompting to attend personal hygiene • Work alongside consumers to access the community and social activities, to potentially increase the quality of their lives. • Attend appointments as required with consumers, providing transport, travel training and or support. • Assist consumers and team members in the ongoing implementation of person centered support plans through a range of varied activities. 	<ul style="list-style-type: none"> • Demonstration of recovery orientated practice • Ongoing support is provided for the consumer that meets individual needs and effective relationships are built with consumers. • Consumers are suitably supported in the fulfillment of their support plans including advocacy where required. • Work with consumers and relevant stakeholders to ensure the delivery of consumer outcomes and maintain effective communication between all stakeholders
Key Result Area 2 – Program Support and Development	
Key tasks	Position holder is successful when

<ul style="list-style-type: none"> • Develop and maintain relationships with internal and external stakeholders including service partners and external agencies. • Contribute to the effective functioning and development of the service through involvement in projects, contribution to team forums, and training and development. • Participate in MA's Quality Program (QP) through completion of scheduled activities and consistently being aware of process or service improvements. • Actively participate and contribute in team meetings, service planning days and internal and external clinical supervision. • Professional consumer notes are written, documentation of consumer interactions and related interactions. • Ensure that all required internal and external consumer paperwork is completed and copies kept on file. • Support the Program Manager when required, with various tasks in relation to the administration of the program 	<ul style="list-style-type: none"> • Effective relationships are created resulting in positive outcomes for consumers and the service, and opportunities are utilized for the enhancement and promotion of Mission Australia. • Active contribution is made to the development of the program including participation in staff training and development, as well as service planning days • Opportunities are identified for improvement within the service and presented to management as required. Consumer notes are documented in a factual and professional manner • All paperwork is completed and correct and kept as required.
Key Result Area 3 - Relationship Management	
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Assist in the promotion and awareness of HASI and its involvement in local community activities. • Develop meaningful relationships with external services and stakeholders, families and significant others of the consumers 	<ul style="list-style-type: none"> • The organization is positively represented to external contacts at all opportunities. • Email and phone communication between stakeholders is continually upheld • Strong relationships are formed resulting in beneficial outcomes for all parties.

Work Health and Safety

Everyone is responsible for safety and must maintain:

- A safe working environment for themselves and others in the workplace

- Ensure required workplace health and safety actions are completed as required
- Participate in learning and development programs about workplace health and safety
- Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries

Purpose and Values

- Actively support Mission Australia's purpose and values;
- Positively and constructively represent our organisation to external contacts at all opportunities;
- Behave in a way that contributes to a workplace that is free of discrimination, harassment and bullying behaviour at all times;
- Operate in line with Mission Australia policies and practices (EG: financial, HR, etc.);
- To help ensure the health, safety and welfare of self and others working in the business;
- Follow reasonable directions given by the company in relation to Work Health and Safety.
- Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries
- Promote and work within Mission Australia's client service delivery principles, ethics, policies and practice standards
- Actively support Mission Australia's Reconciliation Action Plan.

Recruitment information

Qualification, knowledge, skills and experience required to do the role

- Minimum Certificate IV: Mental Health or working towards this qualification
- Knowledge and awareness of recovery orientated practice

Key challenges of the role

- Working with challenging mental health conditions
- Working with external partners to effectively negotiate successful outcomes for clients

Compliance checks required

Working with Children	<input type="checkbox"/>
National Police Check	<input type="checkbox"/>
Vulnerable People Check	<input type="checkbox"/>
Drivers Licence	<input type="checkbox"/>



Other (prescribe)

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Approval

Program Manager

25th August 2017