



ROLE DESCRIPTION

Role Title:	Casual Community Rehabilitation Worker (CRW)		
Classification Code:	OPS2	Position Number	M48354
LHN/ HN/ SAAS/ DHA:	Central Adelaide Local Health Network (LHN)		
Site/Directorate	Eastern Mental Health Service		
Division:	Mental Health		
Department/Section / Unit/ Ward:	Elpida House, Community Rehabilitation Centre (CRC)		
Role reports to:	Team Manager, Elpida House		
Role Created/ Reviewed Date:	Reviewed March 2022		
Criminal History Clearance Requirements:	<input type="checkbox"/> Aged (NPC) <input checked="" type="checkbox"/> Working With Children's Check (WWCC) (DHS) <input checked="" type="checkbox"/> Vulnerable (NPC) <input checked="" type="checkbox"/> General Probity (NPC)		
Immunisation Risk Category:	<input checked="" type="checkbox"/> Category A (direct contact with blood or body substances) <input type="checkbox"/> Category B (indirect contact with blood or body substances) <input type="checkbox"/> Category C (minimal patient contact)		

ROLE CONTEXT

Primary Objective(s) of role:
<p>The Community Rehabilitation Worker (CRW) will support residents in their goals of rehabilitation and recovery through the provision of direct support for day to day tasks. As a member of the CRC team, the CRW will work across a range of environments including the Centre and larger community to assist and support the development of the resident's rehabilitation in partnership with their existing formal and informal networks.</p> <p>The CRW works under the general direction of the clinical staff to provide a range of non-clinical and psychosocial rehabilitation support, in conjunction with those services provided by the professional/clinical on-site team. Tasks and duties performed will be of a practical nature, supporting a resident's accomplishment of their stated goals and facilitate improved functioning and community tenure.</p>
Key Relationships/ Interactions:
<p><u>Internal</u></p> <ul style="list-style-type: none"> • Reports operationally through the Team Manager to the Sector Manager • The CRW works in collaboration with other team members, and fosters partnerships with government and carer networks. • Tasks undertaken as part of the consumer care plan will support and be collaboratively planned with and under direction of a Registered Nurse, Occupational Therapist, Social Worker or Psychologist. • Supervision will be provided to the CRW's. <p><u>External</u></p> <ul style="list-style-type: none"> • The CRW is required to establish and maintain consultative and collaborative working relationships with external key stakeholders across other government and non-government departments who are involved in the care of the resident. • Will liaise with residents, carers and family, community organisations, external service providers and contractors.

Challenges associated with Role:

Major challenges currently associated with the role include:

- Position includes shift work over a 7 day roster
- Working with very complex client presentations and multiple comorbidities, regularly including psychosis, personality disorder, and substance use.
- Need for flexibility in approach when applying rehabilitation and recovery approaches to ensure that they fit within a person's capacity.
- Supporting clients with challenging behaviours and those with amotivational issues to engage in their rehabilitation program.
- Applying rehabilitation strategies that have been directed by the multidisciplinary team that you may not fully support.
- Management of time to meet clinical and work administration demands

Delegations:

None

Special Conditions:

- The incumbent is required to work a 24 hour – 7 day roster that includes Early, Late and Night shifts.
- It is mandatory that no person, whether or not already working in SA Health, may be appointed to a position in SA Health unless they have provided the a satisfactory current Criminal and Relevant History Screening, as required by the *SA Health Criminal and Relevant History Screening Policy Directive*.
- *For appointment in a Prescribed Position under the Child Safety (Prohibited Persons) Act (2016), a current Working with Children Check (WWCC) is required from the Department for Human Services Screening Unit. For other positions, a satisfactory National Police Certificate (NPC) assessment is required.*
- *For 'Prescribed Positions' under the Child Safety (Prohibited Persons) Act (2016), the individual's WWCCs must be renewed every 5 years from the date of issue; and for 'Approved Aged Care Provider Positions' every 3 years from date of issue as required by the Accountability Principles 2014 issued pursuant to the Aged Care Act 1997 (Cth).*
- Appointment is subject to immunisation risk category requirements. There may be ongoing immunisation requirements that must be met.
- 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 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.

General Requirements:

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

- *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 by 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) 'Notification of Abuse or Neglect'.
- Disability Discrimination.
- *Independent Commissioner Against Corruption Act 2012* (SA).
- *Information Privacy Principles Instruction*.
- 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.

The SA Health workforce contributes to the safety and quality of patient care by adhering to the South Australian Charter of Health Care Rights, understanding the intent of the National Safety and Quality Health Service Standards and participating in quality improvement activities as necessary.

Performance Development

The incumbent will be required to participate in the organisation's Performance Review & Development Program which will include a regular review of the incumbent's performance against the responsibilities and key result areas associated with their position and a requirement to demonstrate appropriate behaviours which reflect a commitment to SA Health values and strategic directions.

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.

White Ribbon:

SA Health has a position of zero tolerance towards men's violence against women in the workplace and the broader community. In accordance with this, the incumbent must at all times act in a manner that is non-threatening, courteous, and respectful and will comply with any instructions, policies, procedures or guidelines issued by SA Health regarding acceptable workplace behaviour.

Cultural Commitment:

CALHN welcomes and respects Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace. In acknowledgement of this, CALHN is committed to increasing the Aboriginal and Torres Strait Islander Workforce.

Resilience:

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

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
<p>Support residents to develop and sustain positive self-management behaviours</p>	<ul style="list-style-type: none"> • Contribute to the provision of an environment that supports the individual needs of residents in supporting their individual rehabilitation and recovery. • Facilitate the provision of a ‘home – like environment’ which affords dignity and respects the privacy of residents. • Encourage residents to increase their capacity of self-management of illness and disability in order to promote independent functioning and community integration. • Aim to support residents in the least restrictive environment possible through the provision of effective psychosocial support and rehabilitation activities in order to successfully enable the transition to community living. • Undertaking rehabilitation of a practical and purposeful nature with residents both individually or within a group setting. • Undertaking specific practical tasks in order to model, demonstrate and support residents in establishing daily routines that are required to sustain community tenure. • Engaging in educational, coaching, modelling behaviours and activities to support community integration, self-management of illness and community living. • Contribute to the development of the resident’s graded rehabilitation plan according to the person’s capacity an increasing level of independence.
<p>Provides CRC residents with direct, practical and goal focused support and interventions of a non-clinical nature</p>	<ul style="list-style-type: none"> • Working with the resident to implement strategies to increase self-management of self-care including hygiene, physical health, healthy approaches to nutrition, exercise and well-being. • Working with the resident to implement strategies to participate, initiate or take responsibility for household management • Working with the resident to implement strategies and provide assistance to address drug/ tobacco and alcohol issues, linking with appropriate services. • Working with the resident to access educational and training opportunities. • Working with the resident to access employment opportunities. • Working with the resident to ensure income security, and implement strategies to improve financial management. • Working with the resident to access recreational and leisure opportunities. • Working with the resident to develop and sustain family relationships and positive friendships. • Working with the resident to develop and sustain community links and establish supportive networks. • Supporting the resident to attend to statutory requirements and legal matters such as payment of fines, attendance at court appointments, visits to lawyers and adherence to legal orders. • Working with the resident to develop skills and confidence to increase

	<p>their mobility.</p> <ul style="list-style-type: none"> • Working with the resident to gain and improve transport skills. • Supporting residents to attend appointments when required.
<p>Provide support to meet the practical accommodation needs of residents.</p>	<ul style="list-style-type: none"> • Under direction of the clinical staff, assist with arranging and exploring possible community housing options and choices with residents, and securing suitable accommodation. • Assisting residents to complete housing, Centrelink and other financial applications, forms and documents. • Acting as a resource to clinical staff in relation to housing options. • Providing practical support to enable a safe transition to community accommodation. • Where there is formal written consent from the consumer, act on their behalf or negotiate with the relevant people or agencies.
<p>Works as an effective member of a multi-disciplinary team and contribute to effective team functioning and quality outcomes by:</p>	<ul style="list-style-type: none"> • Contributing to the formulation and attainment of team goals and objectives • Contributing to the review of residents' progress by observing and reporting to clinical staff, doctors and care coordinators as required. • Update consumer case notes under the supervision of clinical staff and record required administrative data on CBIS. • Actively support the maintenance of Work Health and Safety standards. • Developing and maintaining collaborative relationships within the multidisciplinary team to ensure effective care. • Demonstrate respect, acknowledge and validate other team members. • Resolve interpersonal differences constructively and professionally. • Participating in staff development sessions and programs • Contributing to the development and review of procedures and guidelines • Participating in the review of the effectiveness of internal and contracted service providers, and in the organisational response to address identified issues

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- Certificate IV Mental Health (Non-Clinical) or working towards completion
OR;
- Enrolled in an undergraduate course 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 in assisting staff to carry out basic and rehabilitative tasks with service users, either individually or in groups.
- Proven ability to work as a team member and to respectfully participate and contribute within a team environment.
- Understanding of underpinning philosophy of rehabilitation and recovery in relation to psychiatric disability.
- Demonstrated ability in working with community service providers in attainment of psychosocial supports and goals.
- Ability to demonstrate competency in supporting the fulfilment of nominated desired goals and supporting, encouraging and undertaking the pursuit of same.
- Competent computer and data entry skills.
- Competent standard of verbal and written skills.

Experience

- Experience in reporting to and liaising with multiple stakeholders across the spectrum of mental health.
- Experience in working within a health team environment and successful participation in such a setting.
- Experience in working with consumers of mental health services.
- Experience in applying a rehabilitation and recovery approach.

Knowledge

The incumbent is required to have a general understanding of the following:

- Relevant legislation pertaining to mental health services.
- National mental health reform strategy and agenda.
- Philosophy of rehabilitation and recovery as it pertains to psychosocial rehabilitation in working high and complex need clients.
- Understanding of mental illness and the impacts of associated disability on the individual and their community.
- Self-management strategies in relation to mental health.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- Completion of a postgraduate course in a relevant health discipline

Personal Abilities/Aptitudes/Skills:

- Ability to use a range of rehabilitation strategies effectively.
- Understanding of underpinning philosophy of rehabilitation and recovery in relation to psychiatric disability.
- Effective communication skills with service users and service providers.
- Effective verbal and written skills.
- Basic computer and data entry skills.

Experience

- Experience in group work, health education and/or promotion of community development projects.
- Experience working within Adult Mental Health services.
- Experience in working within a rehabilitation setting.
- A broad range of experience working with people with mental health problems.

Knowledge

- Knowledge of rehabilitation and recovery approaches.
- Knowledge of community resources, formal and informal, relevant to people with enduring mental health problems.
- Knowledge of major medication groups, side effects and drugs of abuse.
- Knowledge of current psychiatric diagnostic and classification assessment tools.

Organisational Context

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

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.

The legal entities include but are not limited to the Central Adelaide Local Health Network Inc., Northern Adelaide Local Health Network Inc., Southern Adelaide Local Health Network Inc., Women's and Children's Health Network Inc., Barossa Hills Fleurieu Local Health Network Inc., Eyre and far North Local Health Network Inc., Flinders and Upper North Local Health Network Inc., Limestone Coast Local Health Network Inc., Riverland Mallee Coorong Local Health Network Inc., Yorke and Northern Local Health Network Inc. and SA Ambulance Service Inc.

SA Health Challenges:

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

Central Adelaide Local Health Network:

CALHN is one of five Local Health Networks (LHNs) in South Australia established in July 2011. CALHN is responsible for the following health services:

- Royal Adelaide Hospital (RAH)
- The Queen Elizabeth Hospital (TQEH)
- Hampstead Rehabilitation Centre (HRC)
- St Margaret's Rehabilitation Hospital (SMRH)
- Glenside Health Service (GHS) Psychiatric Intensive Care Unit; Inpatient Rehabilitation Services and Acute beds only
- Adelaide Dental Hospital (ADH).

CALHN also has governance over numerous community mental health and primary health services including Prison Health Service, SA Dental Service and DonatLife SA. Of note also is governance of the Statewide Clinical Support Services (SCSS) including Imaging, Pathology and Pharmacy, responsibility of which has vacillated between CALHN and DHW over the past few years.

CALHN is one of three metropolitan LHNs and its core population is approximately 390,000 people. CALHN also provides services to patients from other SA networks, rural and remote areas, the Northern Territory, NSW (Broken Hill) and western parts of Victoria. These services usually relate to complex services such as head and neck cancer, radiation therapy, cardiac surgery, spinal surgery or rehabilitation.

CALHN's purpose is to deliver quality and sustainable healthcare. While the delivery of high quality patient care is our number one priority, we face a significant challenge in achieving financial sustainability. A quality-assured financial recovery plan has been developed to meet these challenges. Through effective leadership and change management, the plan which is applicable to all Directorates and departments, will be implemented over the next three years.

Division/ Department:

The Mental Health Directorate is made up of a range of multidisciplinary teams providing recovery-focussed clinical services to consumers. These teams include acute, community and rehabilitation teams in adult and older persons' services. The severity of the consumer's mental disorder and or disability necessitates regular review and follow-up to facilitate improved functioning and community tenure.

Values

Central Adelaide Local Health Network Values

Our shared values confirm our common mission by promoting an organisational climate where the patient's needs are put first and where the teamwork and professionalism of our workforce help us to attract and retain the best staff. These values guide our decisions and actions.

Patient Centred:	Our patients are the reason we are here and we will provide the best service to our patients and customers
Team Work:	We value each other and work as a team to provide the best care for our patients
Respect:	We respect each other, our patients and their families by recognising different backgrounds and choices, and acknowledging that they have the right to our services
Professionalism:	We recognise that staff come from varied professional and work backgrounds and that our desire to care for patients unites our professional approach to practice

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:

- Democratic Values - Helping the government, under the law to serve the people of South Australia.
- Service, Respect and Courtesy - Serving the people of South Australia.
- Honesty and Integrity- Acting at all times in such a way as to uphold the public trust.
- Accountability- Holding ourselves accountable for everything we do.
- Professional Conduct Standards- Exhibiting the highest standards of professional conduct.

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

Approvals

Role Description Approval

I acknowledge that the role I currently occupy has the delegated authority to authorise this document.

Name: _____ **Role Title:** _____

Signature: _____ **Date:** _____

Role Acceptance

Incumbent Acceptance

I have read and understand the responsibilities associated with role, the role and organisational context and the values of CALHN as described within this document.

Name: _____ **Signature:** _____ **Date:** _____