



Position: Mental Health Recovery Worker (SCW)

Location: Caboolture – TBA

Department: Client Services

Remuneration: Level TBA, Modern Award.

Hours: Casual

Reports To: The Mental Health Recovery Worker (MHRW) is appointed by, and reports to the Manager, Service and Support (MSS). The MSS supervises and supports the MHRW who serves Connections at the discretion of the CEO. Keep the MSS informed of all aspects of service delivery, client and stakeholder interactions within the framework of policy and procedures via email, formal and informal discussion.

Direct Reports: Line Supervisor, Manager Service & Support

Key Relationships: Internal – Manager Service & Support (MSS), Lifestyle Support Workers (LSW)
External – Clients, carers, family members, community based organisations, specialist services, HHS

• **Position Summary:**

To support clients to:

- Identify and develop skills to live independently (self and home care, cooking, maintain tenancy etc.)
 - Develop a Recovery Action Plan to guide support
 - Participate in a range of training and education, paid and voluntary employment opportunities
 - Participate in and contribute to community life
 - Find information, and connect to services and groups of interest and benefit (e.g. budgeting, counselling, library, art and craft etc)
 - Develop the confidence to self-advocate.
- To actively participate in the continuous improvement and development of Connections':
- Operational evaluation and planning
 - Policies and procedures
 - Decision making mechanisms (structures and processes) in liaison with the Team Leader, Service Manager and General Manager.



Position Objectives:

To provide a best practise service to people who experience ongoing mental health issues and psychiatric disability by;

- Upholding the principles of recovery based practice
- Creating opportunities for clients to identify and develop their own strengths and capabilities
- Encouraging the development of natural supports and independence in a person's life
- Supporting the inclusion and participation of the clients in community life
- Continually improving on work practise by committing to ongoing professional development and supervision
- Working as a friendly professional who adheres to Connections Inc. policies and procedures
- Maintaining privacy and confidentiality of all clients and staff
- Keeping accurate objective records in line with Connections Inc's. accountability requirements.

Our Mission:

Connections Inc. continues to be a leading organisation, meeting the growing demand within the community by providing sustainable lifestyle support services to people adversely affected by mental ill health.

How you will be measured in your role:

In accordance with Connections Inc. performance review timetable, you and your line manager will review your on the job performance annually and at other times during the year. This review will be completed in relation to your position description and the delivery of your KPI's (Key Performance Indicators). The responsibilities, duties and KPI's for your role are defined under Connections Inc. six (5) Key Results Area, as listed below;

1. **COMPLIANCE & OPERATIONS:** To ensure the safety and wellbeing of all clients and staff; adherence to WHS legislation, Disability Service standards, and organisational policy and procedures.
2. **CLIENT SERVICES:** To provide quality, cost effective and best practice care which will enable people to maintain and sustain their independence and to ensure that we provide the most effective facilities and systems for the provision of services to our clients.
3. **COMMUNITY RELATIONSHIPS:** To build, maintain and sustain the integrity of the organisations presence in the community in order to assist clients to have access to unlimited opportunities for personal growth and recovery.
4. **OUR TEAM:** To ensure that all staff, students and volunteers within the organisaition are caring, competent and motivated to deliver our services.
5. **TRAINING:** To ensure all staff are given the opportunity to enhance their skills enabling them to perform duties at a more efficient and effective level.



Key Responsibility Area (KRA) 1	Compliance & Operations	
Key Task:	Key Performance Indicator (KPI):	
1. Adhere to Connections Inc. administrative and operational policies, procedures and processes.	1. Submit all requests for leave, in writing to the MSS for approval. 2. Monitor client Risk Assessment's, ensuring they are updated at a minimum every three months. 3. Feedback provided during review of practices and procedures developed to minimise risk. 4. Reportable Occurrences are reported in line with policy with relevant documentation completed accordingly. 5. Complaints are reported, following the organisations procedure. 6. Required OHS training attended. 7. First Aid Certificate up to date. 8. Emergency Procedures adhered to at all times. 9. All organisational reporting requirements completed and reported as per Policy including; <ul style="list-style-type: none"> - Quality - OHS (Incident/Accidents, Hazard ID, - Transport/Vehicle records, client Incident Reports etc.). - WH&S 	
2. Ensure information concerning the organisations staff, students, volunteers, clients and their families/carers is kept confidential at all time.	10. Signed Confidentiality Agreement is adhered to at all times. 11. Client records are maintained to only persons authorized to access those files can do so. 12. Maintain the integrity of security measures within the office including locking of key cupboards and client folders. 13. Ensure computer is logged off when not in immediate use.	
3. Code of Conduct and Dress Standards	14. Signed Code of Conduct agreement is adhered to at all times. 15. Standard of dress is smart casual with appropriate footwear to be worn in line with support services being provided.	



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<p>4. Attend meetings as required by the Manager of Service and Support</p>	<p>16. Attendance and participation in discussions at the following meetings;</p> <ul style="list-style-type: none">- All Support Staff meetings- Quality Improvement meetings- Client and Stakeholder meetings <p>17. Meeting notes are to be kept with date/time/venue recorded.</p>
<p>5. Client records are to be current, legible and relevant</p>	<p>18. Client records are maintained in a format according to the organisations quality requirements.</p> <p>19. Client case notes are to be written up at each day. Time is allowed within the normal working hours for this to occur.</p> <p>20. Client case notes are to be succinct, free from spelling and grammatical errors and factual.</p>
<p>6. Complete fortnightly timesheets as per Connections procedures.</p>	<p>21. Payroll staff are to receive timesheets in order to process them on time. Late timesheets will be processed once they have been received and checked.</p> <p>22. Timesheets are to be free from error, with data entered into Sharepoint and checked by owner of the timesheet.</p>
<p>7. Distribute promotional material, appropriate to the service being provided, broadly within the community as required by the MSS.</p>	<p>23. The organisation is promoted extensively to potential clients within the wider community on a regular basis throughout the year through information stalls, meet and greets and other networking opportunities.</p> <p>24. Clients of the organisation to receive appropriate information in a timely manner.</p>
<p>8. Ensure the security of Connections Inc. premises, property and equipment.</p>	<p>25. All stored equipment is secured from theft and the premises are locked securely on leaving.</p> <p>26. The MSS is promptly informed of any suspicious activity perceived or seen around venues or property (Inc. cars).</p>



Key Responsibility Area (KRA) 2	Client Services	
Key Task:	Key Performance Indicator (KPI):	
1. Client supports are to be individualized and relevant to client needs.	1. Identified needs information fed into client support planning and RAPs. 2. Activities identified on monthly calendar to meet client need/interest. 3. Community-based activities/events/groups identified to meet client need/interest.	
2. Assist MSS in developing and implementing appropriate supports in line with client need/requests.	4. Supports and activity participation reflects the input of the client and their family/carer. 5. Supports and activity participation reflects the input of the clients treating team with agreement from the client.	
3. Assist in the setting up of equipment in preparation for activities and pack away at the end of conclusion of activities including cleaning and putting used items away.	6. All equipment needed is available. 7. Clients participating in activities are not to be kept waiting to begin activities and are encouraged to participate. 8. All equipment safely stored when not required. 9. All clients, students, volunteers and visitors	
4. All WHS obligations under relevant WHS legislations is met.	10. Premises, venues and any organisational planned activities must be carried out in safe manner. 11. Risk Management documents to be completed for clients as required.	
5. Act responsibly in an emergency situation during client support and/or activities when there are no management staff available.	12. Follow the organisations emergency procedure at all time. 13. Generate and lodge reports accordingly within the appropriate timeframes.	



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<p>6. Working with clients, promote independence, self-help and life skills.</p>	<p>14. Clients participating in activities and receiving regular support show an increased ability to be independent and display improved self-help skills.</p> <p>15. Clients show an increased interest and participation in community activities and events, including volunteering.</p> <p>16. Clients receiving in home support show an increase in the activities of daily living.</p> <p>17. Encourage support staff to positively motivate clients to achieve maximum independence and self-determination within the community setting.</p>
<p>7. Assist in the evaluation and monitoring of activities and support to meeting clients changing needs.</p>	<p>17. Your client RAPs are updated at least every month.</p> <p>18. Supports and activities are varied, flexible and appropriate.</p> <p>19. Include clients and their support networks with planning of supports and activities.</p>
<p>8. Manage own client rostering effectively and efficiently to suit client needs.</p>	<p>20. Your client supports are booked no less than one week in advance on Sharepoint.</p> <p>21. Confirmation of client supports to occur prior to support commencing.</p> <p>22. Reschedule all cancelled clients supports.</p>
<p>9. Contribute to client planning in a collaborative setting.</p>	<p>23. Attend client stakeholder meetings as requested by clients treating team (HHS).</p> <p>24. Attend monthly All Support Staff team meetings.</p> <p>25. Attend monthly team leader meetings as organized by the Manager Service & Support.</p> <p>26. Attend any other client related meetings as requested by external organisations/service providers.</p>



Key Responsibility Area (KRA) 3		Community Relationships	
Key Task:		Key Performance Indicator (KPI):	
1. Representing the organisation at local networking meetings and forums and in the broader community		1. Your participation in meetings receives positive feedback from other community services and stakeholders.	
2. Liaising with HHS and funding body representatives and community organisations		2. Attend and represent Connections in a professional manner at stakeholder meetings.	
		3. Represent the organisation whilst upholding its values and mission statement.	
		4. Non-disclosure of internal factors of the organisation. Keeping decisions made by management private unless prior approved by management.	

Key Responsibility Area (KRA) 4		Our Team	
Key Task:		Key Performance Indicator (KPI):	
1. Contribute to a safe and non-discriminatory workplace.		1. Share appropriate information with the team ensuring privacy and confidentiality is maintained.	
2. Develop and maintain good relationships with all paid and unpaid staff (students/volunteers).		2. Communicate effectively and respectfully with clients, staff, family and community members ensuring confidentiality is maintained.	
3. Three month (3) probationary review for new employees following by quarterly professional development and an annual performance review.		3. Supporting the organizational culture to be characterized by compliance, ethics, integrity and service performance and excellence.	
		4. Consistently recognize people for a job well done and value individuals for their ongoing contribution.	
		5. Accurate information is communicated to relevant staff only.	
		6. All communication is respectful and courteous.	
		7. Probationary review completed for new employees by Manager Service and Support after three months of service.	



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	8. Performance review completed annually with the Manager People and Performance.
4. Contribute to Connections Inc. policies, procedures and strategic planning.	9. Attend and contribute to strategic planning and policy meetings as requested.
5. Contribute to a positive team morale.	10. Delegated duties are undertaken. 11. Be available for mentoring with support staff on an appropriate 'as needs' basis.
6. Assist new team members with work practices.	12. Assist with onboarding of new staff members. Including; - Work practices - Client history - Computer/data entry - Community

Key Responsibility Area (KRA) 5	Training
Key Tasks:	Key Performance Indicator (KPI):
1. Develop ongoing capabilities through training and learning.	1. Attend relevant training opportunities per calendar year in relation to supervising staff and team leadership. 2. Identify and seek permission to attend skill or capabilities training, workshops and seminars, subject to Manager's approval.



JOB REQUIREMENTS

- Actively support Connections Mission, Vision and Values;
- Positively and constructively represent Connections 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 all Connections policies and procedures;
- To help ensure the health, safety and welfare of all at Connections;
- Follow reasonable directions given by Connections in relation to Occupational Health and Safety.

SKILLS/COMPETENCY REQUIREMENTS/QUALIFICATIONS

Essential

- Ability to plan/coordinate community based opportunities for clients.
- Ability to promote community awareness of persons with a mental illness and their needs.
- Excellent time management skills.
- Understanding of and empathy with people with a mental illness and their carers/family/friends.
- Proven ability to work independently within established guidelines and in a team environment.
- Current driver's licence and a well maintained, registered, comprehensively insured vehicle.
- Current First Aid Certificate.
- Knowledge, understanding and commitment of QLD Mental Health Act, WH&S Act.
- Well-developed communication and interpersonal skills, reflecting a caring, tolerant, and empathetic approach to people, in line with "Duty of Care" Requirement.
- Moderate computer skills.