

Job Description – Recovery Worker

(Social, Community, Home Care and Disability Services Industry Award 2010 Level 4)

pathways
southwest

Towards better mental health



1. Our Organisation

Our purpose is to provide access to responsive, holistic services for consumers, carers, families and the community to reduce the impact of mental illness.

Our vision is “Let mental health be seen, as any door is the correct door for access and consumer centred care”.

Our values

Hope: Belief in the potential of individuals with mental illness to live life to the full.

Courage: Ensuring that mental health is seen.

Respect: Acknowledging that the opinions of others have value.

Humility: Willingness to appreciate others.

Responsibility: That everyone is responsible to commit to action towards our purpose.

Our values underpin all of our practice, including: sustainability, building capacity, making a difference through leadership in the community by developing and strengthening strategic partnerships and alliances where the consumer and carer voice is heard and valued. Our partnerships are based upon mutual outcomes and respect.

2. Job Purpose

The position is based at a non-clinical community mental health program and supports and empowers people with mental illness to improve their quality of life and assist individuals in their recovery journey. The Recovery Worker coordinates consumer recovery which is based on a joint assessment and co-planned interventions.

3. Duties and Responsibilities

3.1. Service Delivery

- Provide advocacy support for consumers, and actively work to redress consequences of stigma.
- Undertake risk assessments and work alongside consumers to develop and review goal orientated recovery plans.
- Ensure that plans and reports are documented electronically and in hard copy to meet documentation standards
- Assist consumers to develop an understanding of their distress in the context of their lived experience, manage their interpersonal relationships, resolve problems, and deal with possible grief issues.

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- Provide psychosocial and vocational support that enable consumers to achieve identified goals in line with unique visions of their recovery. This will include assistance with:
 - Developing self-management strategies.
 - Developing and maintaining daily living skills (cooking, cleaning, budgeting, shopping).
 - Improving self-confidence and increasing social interaction skills
 - Accessing local community facilities and services, and developing independent community networks.
 - Sourcing opportunities for consumers to participate in social, educational, vocational, leisure and recreational interests, according to individual interests and abilities.
 - Organising referrals to other agencies and services, according to urgency and need.
 - Effectively deal with behaviours that requires appropriate clinical assistance.
- Maintain statistical and data requirements according to organisational procedures and funding body requirements.
- Facilitate activity and psycho-educational groups.
- Participate and contribute towards improving agency systems and processes including quality improvement activities.

3.2. Human Resources

- Comply with Pathways SouthWest policies and procedures (including Code of Conduct, Work Health & Safety Act 2020 etc.)
- Communicate in a timely, open and honest manner with colleagues.
- Encourage a supportive and inclusive team environment, including the supervision of support workers, volunteers, and students.
- Work effectively and supportively as an independent and team member, behaving in a professional manner.
- Participate in meetings as required.
- Participate in performance management processes and training and development activities.
- Show ability to be positively assertive and deal with issues as they arise.

3.3. Equipment and Facilities

- Use and maintain agency equipment safely and appropriately, requesting maintenance as required.



3.4. Marketing and Public Relations

- Utilise good interpersonal skills to represent the organisation to service users, other community agencies and the wider community promoting a professional image.
- Develop and strengthen purposive networks with relevant community service providers.

3.5. Other duties

- Undertake additional other duties and projects as directed by management
- Accurately record any program monies collected or utilised.

4. Selection Criteria

4.1. Essential

- Tertiary qualification in a relevant human services discipline such as Community Services, Case Management, Social Work, Nursing, Occupational Therapy or Psychology.
- Minimum 2 years experience working in mental health services.
- A significant understanding of contemporary mental health issues and working within a recovery model including the ability to assess, plan and evaluate strategies to assist consumers reach their goals.
- Demonstrated interpersonal communication skills (oral and written).
- Ability to work autonomously and within a team.
- Demonstrated computer skills with experience in Microsoft Office applications and data bases.
- Demonstrated effective time management skills.
- National Police Clearance.
- Unencumbered C class Driver's licence.
- Current First Aid Certificate.

4.2. Desirable

- “Lived experience” of mental health and recovery.
- Experience in group facilitation skills.
- Understanding of Aboriginal, Torres Strait Islander and CALD service user needs.