



POSITION DESCRIPTION

Position Title	Individual Outreach Worker –Rehabilitation and Recovery team
Location	Warrnambool
Remuneration	In accordance with the Social, Community, Home Care and Disability Services Industry Award 2010
Relevant Award	Conditions as per Social, Community, Home Care and Disability Services Industry Award 2010
Current effective date	January 2012
Next review date	June 2012
Accountable to	Area Manager Warrnambool Camperdown Rehabilitation and Recovery Team
Contract	20 hours per week part time position for 6 month period from commencement.

Background

Aspire, a Pathway to Mental health Inc. is a non government agency which provides recovery based rehabilitation and support services in the Southwest of Victoria and across Tasmania.

Aspire was established in 1989 and in 1995 it was funded by the Department of Human Services (Victoria) to deliver a range of programs in Victoria under the Psychiatric Disability and Rehabilitation Service framework.

In 2009 Aspire was contracted by the Australian Government through the Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA) as part of the Targeted Community Care Mental Health Respite initiative to provide respite for carers through the Thyme Cottage Program through out the Barwon Southwest Region.

In the Southwest, Aspire has offices in Warrnambool, Camperdown, Portland and Hamilton and the agency provides home based outreach, day programs, health promotion and education and planned carer support services.

Context

This position is located within our Warrnambool Rehabilitation and Recovery team. The position is offered at 20 Hours per week for a period of 6 months from commencement. These hours will ideally be spread over 5 days, Monday to Friday between the hours of 9.00am and 5.00pm. Funding and outcomes for this position will be reviewed after 6 months with the possibility of extension of up to 3 years in total. This position will be based in the Warrnambool Aspire office.

All work must be done within the context of the notions of empowerment and recovery, and all activity involving participants is only undertaken with their informed consent. Work must facilitate participant involvement in the formulation, goal setting and ultimately in the

management of services delivered to them. It is the aim of Aspire to promote a participant oriented culture.

Purpose of Position

The Individual Outreach Worker position has been created to provide intensive support to an individual service user with multiple and complex needs. The individual has a care coordination team made up of Aspire rehabilitation and recovery team, clinical mental health services, an employment provider, housing services, dual diagnosis services and oversight from the Western Region Health Centre: Indigo Assessment & Care Planning Service. This team is constituted under the Department of Health Multiple and Complex Needs Initiative (MACNI) This team has developed a care plan which has identified the need for and role of the Individual Outreach worker.

The Individual Outreach Worker will be employed by Aspire.

The key purpose of this position is to address the needs identified within the care plan including accommodation, health and wellbeing, mental and physical health, risk management, social support, meaningful activity and social connectedness.

Direct work with the participant will be in conjunction with another worker.

Key Accountabilities

The Individual Outreach Worker will report to the Area Manager of the Warnnambool Camperdown Rehabilitation and Recovery Team.

The Individual Outreach Worker will be responsible for:

- Working with the participant to develop the skills and attain the goals set out in their care plan.
- Working together with the participant and with the Aspire rehabilitation and Recovery team and the wider care team.
- In consultation with the participant staff will continue to review and communicate the Care Plan amongst the stakeholders and partnership involved in their care. .
- The staff member will work within the context of a team. Staff are required to understand the value of team participation and is required to attend and participate in MACNI team and Aspire meetings.
- Staff are required to attend and participate in planned network and stakeholder meetings and must be able to articulate and advocate on behalf of the participants. Staff will work in collaboration with a range of community service agencies to maximise best practice outcomes for the participant.
- Staff are required to maintain accurate and up to date file records and statistics. All staff must possess sound computer skills and will be required to use the Aspire computer network.
- Staff will assist in the dissemination of information about Aspire and participate in mental health promotion activities to raise community awareness and understanding of the impact of psychiatric disabilities on the individual, their carers, families and the community.
- Other duties as directed.
- The evaluation of the program, service user needs satisfaction and outcomes.

Outcomes

- The staff member will document and report on outcomes relative to the Care Plan.
- The staff member will participate in the development of a training plan and must actively participate in training and development activities.
- All staff participate in quality improvement strategies used by the agency. This may require the provision of statistical information and qualitative information. Staff will participate in the evaluation of the outcomes of service delivery to service users and utilise individual strategies to reflect and improve upon their own work practices.
- Maintain and meet organisational standards regarding data collection and its accuracy.

Challenges

Challenges of his role relate to:

1. Working solely with one participant with multiple and complex needs. This includes the importance of developing a strong rapport, establishing clear and professional boundaries and maintaining a recovery oriented approach.
2. Working with a diverse and broad partnership of service providers. This requires clear and effective communication, strong professional relationships, skills in interagency liaison, and clear lines of supervision, accountability and management.

Communication

The position will:

- Be provided with regular supervision and support from the Area Manager of the Aspire Warrnambool/Camperdown Rehabilitation and recovery Team and externally if and as required
- Represent the organisation to and liaise with external organisations as required
- Maintain databases and other documentation relevant to the role
- Maintain a strong working relationship with colleagues throughout the Southwest Victoria Aspire programs
- Provide reports as required to meet the needs of Aspire and MACNI partnership.
- Actively contribute to quality improvement within the organisation.

Decision Making

Decision making will be undertaken in conjunction and consultation with the Area Manager in regard to:

- Hours of work
- Utilisation of budget established to support the implementation of the Care Plan.
- Utilisation the financial and material resources of the program according to Aspire Policy and Procedures.

Selection Criteria

1. Communication Skills

The applicant must demonstrate that he/she is able to communicate clearly and appropriately in a wide range of environments (Individual support, groups and meetings with professional staff and other stakeholders). The applicant must demonstrate advanced listening skills, have an understanding of conflict resolution skills and understand the principles and importance of confidentiality.

2. Team Work

The applicant must demonstrate experience in working collaboratively with others in a team setting; work collaboratively with other service providers involved in the Care Plan.

3. Planning support services

The applicant must demonstrate an understanding of how to assess the needs of and plan the provision of support, skill development and activities.

4. Capacity to liaise with generic agencies

The applicant must have an awareness of which services are likely to be of assistance to the individuals circumstances and needs and be aware of the barriers that people are likely to encounter when accessing the generic service system and have strategies to overcome these.

5. Capacity for self reflection and professional improvement

The applicant must demonstrate the capacity for evaluation/self reflection concerning their own work practice and articulate strategies for professional improvement

6. Provision of Individual/ Group Support

The applicant must demonstrate an understanding of psychiatric disabilities and the principles of empowerment and have a knowledge and understanding of the rehabilitation, recovery and support needs of individuals with complex needs.

7. Qualifications

An appropriate tertiary qualification or evidence of demonstrable experience or expertise in mental health and individual care roles.

Other conditions:

- A current Victorian Driver's License is required.
- Appointees must provide consent for a Police Check
- As of July 1st 2011 all Aspire staff must comply with the Aspire smoke free workplace policy.

Applications

Applications close 5.00pm on Wednesday 1st February 2012.and should be sent to:

**Western District Employment Access
86 Lava Street
Warrnambool 3280**

Applications must include:

- A resume
- At least two referees
- Your response to the key selection criteria

Please note that your response to the key selection criteria should identify how, through previous employment or other experience, you can demonstrate your ability to meet the criteria listed.

Interviews

Interviews will be held following the closure date. Applicants selected for interview will be contacted by WDEA to arrange interview times.

Further Information

Further information about Aspire, A Pathway to Mental Health is available at www.aspire.org.au