



POSITION DESCRIPTION

JANUARY 2012

POSITION:	Senior Practitioner
CLASSIFICATION:	Victorian SACS Award Social Worker Class 3 – year level dependent upon qualifications and experience.
SERVICE:	Clayton PARCS (Prevention & Recovery Care Service)
REPORTS TO:	Residential Services Program Manager
OFFICE LOCATION:	26-28 Bettina Street, Clayton
TIME FRACTION:	Full-Time
DURATION:	Permanent

ERMHA ORGANISATIONAL CONTEXT:

Ermha Inc is a community based NGO delivering a range of recovery focused psychosocial rehabilitation support & linkage services to people living within the community with a psychiatric disability as a result of serious mental illness.

Services provided to groups and individuals, are guided by a psychosocial rehabilitation model, which has its emphasis on recovery. In this context, recovery refers to maximising client well being through laying a foundation for self-management, skills development, rehabilitation, relapse prevention and meaningful engagement in their community.

Ermha employs a broad range of staff from a variety of backgrounds, delivering services across the South East of Melbourne and the Barwon Region via operational bases located in Springvale, Clayton, Dandenong, Beaconsfield and Geelong.

VISION:

To be a leader in the mental health services sector through the provision of high quality services that promote, develop and sustain the independence and community inclusion of those who have or may acquire a mental illness.

MISSION:

To open up a world of opportunity for people with a psychiatric disability to participate and thrive in the community of their choice.

PARCS SERVICE DELIVERY CRITERIA:

Prevention and Recovery Care services are positioned in the acute end of the service continuum, one step back from the adult acute inpatient setting. In this context, recovery refers to maximising client well-being through laying a foundation for self-management, relapse prevention and rehabilitation.

PARC services will be used by:

- People who no longer require clinical intervention and treatment of the degree provided during an acute inpatient admission but may require short-term intensive treatment in a residential setting post-discharge from an acute inpatient admission.
- People who live in the community and require short term residential support with intensive clinical treatment and intervention to prevent risk of further deterioration, which in the absence of this option may lead to admission to an acute mental health in-patient unit.

SERVICE DELIVERY CONTEXT:

Key Service Features

PARCS differs from, yet complements and is integrated with other currently available service elements across the adult clinical AMHS and Ermha systems. PARC services provide:

- Active clinical community intervention and treatment, including crisis support planning where necessary, individually tailored recovery care planning, and implementation, which may involve existing treatment teams
- Support with daily living and practical assistance
- Short-term accommodation
- Group activities
- Support/supervision/monitoring
- Access to specialist mental health staff 24 hours a day, 7 days a week, through ready access to the CAT/CAT equivalent service or other adult clinical AMHS support on-site, on an intensive 'in-reach' basis or a combination of both
- Access to group and individual services including linkage with supports that can be sustained on discharge
- Timely, intensive bio-psycho-social intervention and support that
 - maximises the resilience and protective factors which could avert or resolve a crisis, prevent illness relapse and promote recovery
 - minimises the vulnerability and risk factors, which can contribute to crisis escalation, illness relapse or prevent a return to a suitable living environment
 - fosters independent living and social skills, enabling a return to the usual residence.

PARCS will actively involve consumers in their own treatment and work towards engaging and maintaining consumers links with natural supports and their participation in community life (eg study/work).

Key Service Tasks

PARCS will be required to:

- Perform comprehensive assessments of clients entering the service directly from the community, in liaison with family or other carers and mental health service staff (eg medical personnel, case managers, private providers)

- Develop appropriate transition processes, including a handover of assessment and treatment details of clients referred to the PARC via the adult acute inpatient unit or other Area Mental Health Service staff
- Develop Individual Program Plans to guide treatment and support with clear goals, timelines as well as staff and client responsibilities
- Provide intensive clinical intervention and treatment involving a minimum of two separate contacts per client, per day provided by the clinical treatment component of the program (eg. CAT service)
- Provide supervision and monitoring of client well-being
- Provide individual treatment, support and practical assistance with activities of daily life
- Provide appropriate group based activities and therapies
- Enhance and/or promote links with natural supports, primary care providers, PDRSS, community sector agencies (eg. Drug and Alcohol (D&A) services, community health, accommodation services)
- Establish liaison with the client's ongoing treatment provider(s)
- Develop discharge processes and plans, ensuring post-discharge continuing care.

PRACTICE PRINCIPLES:

- Ermha's programs endorse the psychosocial rehabilitation model, where the development of a trusting, outcome focused, working relationship between the key worker and consumer is seen as pivotal to the change process, and complementary to the roles of advocacy and support.
- Our programs aim to best match community resources to consumer needs.
- The service has a commitment to enhance the long-term sustainability of consumer's quality of life. They recognise that people need support of varying intensity and duration. The service aims to be responsive to this need.
- The program recognises that due to constant or recurring crisis, people develop coping strategies, which may inhibit the attainment of a sustainable and satisfying lifestyle. Ermha seeks to validate these experiences and encourages more sustainable and effective solutions to achieve independent living, through the implementation of an Individual Program Plan (IPP) developed with each consumer.
- Ermha is committed to the principles and practice of self management through skills development and/or enhancement.

DUTIES:

1. In consultation and collaboration with the Residential Services Program Manager, provide practise focused leadership to the PARC Program's work, ensuring the maintenance of a collaborative and harmonious professional environment. Provide direct supervision to program staff, facilitate the orientation of new staff and ensure the provision of effective training, support and professional development of program staff.

Performance Indicators

- Maintenance of a supervision schedule and delivery or regular supervision to PARCS Staff.
 - All staff understand and follow set PARCS Procedures and agreed practices.
 - Records maintained of (all) training completed by PARCS staff.
 - The level of staff morale and the level of staff willingness to work collaboratively.
2. To maintain case management-recording systems including case planning documentation, case files, and case notes, reports and data collection in accordance with Ermha policies and procedures and any particular project data recording requirements.

Performance Indicators

- Client files are maintained and case-notes completed to the satisfaction of direct supervisor.
- PARCS clients case files are monitored to ensure that PARCS staff are following agreed file-keeping practices.
- Records are maintained, reports completed and data collection undertaken within agreed timeframes.

3. To ensure the provision of assessment and recovery focused support matched to individual and group need, incorporating the development, articulation and regular review of Individual Program Plans and Group Programs.

Performance Indicators

- Oversee that each PARC client has completed a written Individual Program Plan (IPP) within the first week of their stay at PARCS.
- Ensure that each client IPP is reviewed regularly during their stay.
- Assist with the regular review of the PARC program and IPP outcomes.

4. To liaise effectively with clinical staff from the AMHS, as well as develop and follow agreed protocols in all dealings with clinical case managers, GP's and other key stakeholders.

Performance Indicators

- Demonstrated constructive liaisons with clinical staff and clients Case Managers.
- Development of IPP's that indicate active involvement from other service providers.
- Demonstrated effective collegial relationship with Clinical Staff.

5. To contribute to the day to day running of the facility, encouraging client involvement in, and ensuring the completion of such tasks as: general housework, gardening, meal planning & cooking, grocery shopping, etc.

Performance Indicators

- Actively contribute to the day to day program delivery requirements and household duties of the PARCS facility.
- Provide a role model for other staff for effectively engaging clients in all program activity.
- Provide encouragement and support to other PARC staff to undertake this role.

6. To actively co-ordinate and participate in continuous quality improvement, practise development and project evaluation activities relevant to the work of the program. To work in accordance with relevant legislation and within Ermha's Policy and Procedures.

Performance Indicators

- Participation in QI activity as directed by direct supervisor.
- Program's staff willingness to participate in QI activity .

7. To develop and maintain a good working knowledge of community supports and other links relevant to the operational effectiveness of the service and the needs of the target group.

Performance Indicators

- Attendance level at network meetings.
- The information available to PARCS clients, on other services and resources, is accessible and up to date.
- Communication links with other service providers are maintained.

8. To maintain an attitude and approach to workplace safety and health that benefits all who work and reside in the facility.

Performance Indicators

- Demonstrated awareness of best practices in OH &S.

- Appropriate and timely responses to OH&S issues that arise
9. To undertake all other duties as directed by the Residential Services Program Manager, Programs Director General Services or the CEO.

Performance Indicators

- Willingness to undertake other duties as directed.

KEY SELECTION CRITERIA:

1. A relevant tertiary qualification is considered desirable.
2. Experience in the field of psychiatric disability support, and/or working with those who are disadvantaged in the community with particular reference to people with complex care needs.
3. A demonstrated commitment to offering responsive support to consumers, to be respectful and empathetic as well as being able to set clear approaches and limits.
4. Demonstrated awareness of the issues experienced by people living with a serious psychiatric disability, including drug and alcohol, forensic and statutory issues.
5. Knowledge of crisis intervention approaches and experience in case management practices working from a consumer centred approach.
6. Clear communication skills both written and verbal. The ability to prepare clear, thoughtful written reports, maintain files and the capacity to represent the program at both an agency and community level.
7. The ability to approach problem situations creatively, to be resourceful and to actively participate in the team's decision-making and reflective processes.
8. Knowledge of, and an ability to liaise with, a range of relevant community resources, particularly in the areas of health, drug and alcohol, legal, income support, employment, recreation and accommodation.
9. Demonstrated ability to operate as a team member and a preparedness to accept a high degree of accountability to co-workers, consumers and management.
10. Possession of a full current unencumbered Victorian driver's licence is essential.
11. Demonstrated sensitivity to a variety of cultures and a commitment to the principles and practices of consumer empowerment. Competency in a second language would be an advantage.

OTHER RELEVANT INFORMATION

1. The successful applicant will work with the Manager: Residential Services in the articulation of the KPI's associated with the above duties.
2. The position will be subject to an annual performance review.

3. Appointment to the position is subject to a satisfactory result from Police checks, and the six month qualifying period.
4. The successful applicant will be required to provide evidence of their right to work in Australia. E.g. Tax file no. copy of Birth Certificate or Passport, work visa.

EMPLOYMENT BASIS:

Full-time – 38 hours per week.

The PARCS project operates 24 hours per day 7 days per week. All Project staff may be required to work after hours and on weekends from time to time as part of their regular duty, where this is required the appropriate loadings and penalty rates will apply.

Salary Packaging arrangements consistent with service policy and industry standards are also available.

All new Ermha Inc employees must undergo an initial qualifying period of three (6) months during which their work performance will be formally measured against the performance indicators and key selection criteria, as outlined in their Position Description.

These positions are established under the terms and conditions of the Social Community, Home Care & Disability Services Industry Award 2010 and salary will be paid at the Victorian SACS Award SOC 3 level at a yearly rate consistent with qualifications and experience.

ACCOUNTABILITY:

Support Workers are accountable to the Ermha Inc Board through the Chief Executive Officer.

This position reports to the Manager: Residential Services.

REQUIRED INFORMATION FOR MAKING APPLICATION:

Please include:

- Cover letter with contact numbers
- Response to Key Selection Criteria
- Resume/CV
- Three Contactable Referees

Please address all applications to:

Ms Jane Boldiston
Manager: HR & Assets
Ermha Inc
67 Robinson Street
Dandenong VIC 3175