

## POSITION DESCRIPTION

### JANUARY 2012



<b>POSITION:</b>	Psychosocial Rehabilitation & Support Worker
<b>CLASSIFICATION:</b>	Victorian SACS Award Social Worker Class 1 – year level dependent upon qualifications and experience.
<b>SERVICE:</b>	Dandenong “Aspirations” Day Program
<b>REPORTS TO:</b>	Manager – Dandenong General Services
<b>LOCATION:</b>	67 Robinson Street, Dandenong
<b>TIME FRACTION:</b>	1.0 EFT
<b>DURATION:</b>	Permanent

## ORGANISATION CONTEXT

---

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

## SPECIFIC CONTEXT: DANDENONG “ASPIRATIONS” PROGRAM

---

To provide high quality, recovery focused psychosocial rehabilitation for participants, predominantly in group settings, held in Ermha facilities and in the community. Psychosocial rehabilitation supports and services are designed to enhance participants/clients social, interpersonal and vocational skills and their involvement, acceptance and independence in the community of their choice. Day Program staff will undertake Home Based Outreach duties from time to time in the normal course of their work.

The service aims to provide flexible options tailored to meet individual needs.

## PRACTICE PRINCIPLES:

---

- Ermha’s programs endorse the key worker model, where the development of a trusting relationship is seen as pivotal to the change process, and complementary to the roles of advocacy and support.
- Programs also endorse the “Programmatic or Team” approach to direct service delivery, where a high degree of collaboration amongst team members will contribute to the assessment of client need and the design, review and delivery of tailored packages of support.
- The programs’ aim to best match community resources to client needs.
- Service provision is flexible and recognises that individual needs change over time.
- The programs have a commitment to enhance the long-term health and stability of consumers and recognise that people may need support of varying intensity and duration. The program 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 stable 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 for and with each consumer.
- Ermha is committed to the principal of enabling and the practice of consumer empowerment.

## DUTIES

---

1. Provide input to the team’s work and other Ermha programs actively participating in the maintenance of a collaborative and harmonious professional environment, and operation in accordance with the aims, objectives, philosophy and policies of Ermha Inc.
2. To engage with and offer appropriate support to consumers within a case management framework including assessment and referral and assisting participants to establish, develop and review Individual Program Plans (IPP).
3. To facilitate access for consumers to a range of skills development programs on an individual and group basis in the community and within Ermha. To run and co-facilitate group training sessions and where required work with individuals on a one to one basis.

4. To maintain a good working knowledge of community support options for the target group, and to participate on committees and in-groups, which are relevant to the work of the program.
5. To facilitate consumer's access to relevant recreation and leisure activities, individual and group training and other support options outside of Ermha's services; designed to assist consumers to make the transition to independent living and to establish, maintain or re-establish community linkages.
6. To maintain case management-recording systems including case planning documentation, case files, and case notes, reports and data collection in accordance with Ermha Inc procedure, policies and data recording requirements.
7. To liaise effectively with staff within and outside Ermha's services. To be well informed about and able to articulate and promote the activities of the day program.
8. To actively participate in activities associated with reflecting on the work of the program, building practice knowledge and contributing to continuous quality improvement.
9. To undertake all other duties as directed by the CEO, Program Director or Team Leader.

## KEY SELECTION CRITERIA

---

1. A tertiary qualification in Social Work, Psychology, Community Development, Welfare Studies or other related discipline is considered desirable.
2. Experience in the field of psychiatric disability support, and/or working with those who are disadvantaged in the community is essential.
3. Demonstrated awareness of the full range of issues experienced by people living with a psychiatric disability as a result of a mental illness, together with high level practice skill in the delivery of appropriate services, strategies and interventions.
4. Knowledge of crisis intervention practices and experience in broad case management practices working from a recovery focused and client centred approach.
5. Clear communication skills both written and verbal. The ability to prepare concise & relevant written reports, maintain files and data requirements and the capacity to represent the program at both an agency and community level.
6. A commitment to offering responsive support to clients, to be respectful and empathetic as well as being able to set clear approaches and limits.
7. The ability to approach problem situations creatively, to be resourceful and reflective and to lead and encourage participation in the team's decision making processes.
8. Knowledge of and an ability to access, a range of relevant community resources.

9. Demonstrated ability to operate as a team member and a preparedness to accept a high degree of accountability to co-workers, clients and management.
10. Possession of a full current Victorian driver's license is essential.
11. Demonstrated sensitivity to a variety of cultures and 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 Program Manager 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 6 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

---

Hours of employment are between the spread of hours from 7.30am to 7.30 pm Monday to Friday with an unpaid 30 minute lunch break. Some out of hours and/or weekend work may be required from time to time. A normal working week will be 40 hours (which will include the accrual of 2 hours per week towards a monthly day off).

All Ermha Inc employees are formally measured against the agreed key performance indicators and the key selection criteria outlined in the Position Description, at regular intervals during the course of their employment.

The position of Psychosocial Rehabilitation Day Program Support Worker is 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 1 level at a yearly rate consistent with qualifications and experience.

## ACCOUNTABILITY

---

The Aspirations Program, Psychosocial Rehabilitation Support Worker position is accountable to the Ermha Inc Board through the Chief Executive Officer. This position reports to the Dandenong Services Manager.

## REQUIRED INFORMATION FOR MAKING APPLICATION

---

Must include:

- Cover Letter with contact details
- Response to Key Selection Criteria
- Completed Application Form
- Resume / CV

### Three Contactable Referees

Please address all applications to:

Ms Jane Boldiston

Manager: Human Resources & Assets

67 Robinson St

Dandenong, VIC 3175