

ROLE PROFILE
Profile Number/Version 1 _____

UnitingCare Wesley Bowden

A. ROLE DETAILS:			
Role Title:	Community Rehabilitation and Support Worker	Reporting to:	Team Leader, Mental Health
Division/Program:	Allied Health/Mental Health	Location:	Based at the Bowden Office and required to work out in the community as required
Award/Level:	SCHCDS Award Level 4	Date/approval:	8/09/2021

B. ROLE PURPOSE:

The Community Rehabilitation and Support Worker (CRSW) provides support services to consumers with a severe and persistent mental illness, focusing on practical and day to day aspects of their lives and linkage to additional supports as required.

The CRSW works as part of the National Psychosocial Support Measure (NPSM), a program delivered by UCWB as part of a Consortium with Neami National (lead agency), Life Without Barriers, Mind Australia, Mission Australia and Skylight Mental Health.

This role is expected to:

- Assist consumers to increase their independence by helping them to identify their needs and support them to achieve their stated goals.
- Work as a member of the NPSM consortium.
- Act and behave with integrity and in accordance with the organisation’s code of conduct and values.

Primary responsibilities:

- Work under direction and as part of the NPS team to provide a range of non-clinical, psychosocial rehabilitation support to program participants.
- Support consumers to participate in everyday activities to increase their independence and ability to function in the community.
- Assist consumers to identify social, economic, recreational and educational services in the community that meet their needs.

As with all staff the CRSW will be required to work in a manner that is consistent with UCWB’s:

- Aspiration, Purpose and Values
- Our Frameworks
- Work, health and safety requirements
- Child safe environments
- Inclusive practices as it relates to persons with disability and those who come from culturally diverse backgrounds.
- Policies and procedures

A current SA driver’s licence is a requirement of the position.

C: ROLE ACCOUNTABILITIES	D: KEY PERFORMANCE INDICATORS
<p>1. Work under direction and as part of the NPS team to provide a range of non-clinical, psychosocial rehabilitation support.</p>	<ol style="list-style-type: none"> 1. Services delivered meet all contractual obligations and professional standards. 2. Open and trusting relationships are developed with clients, evidenced by client surveys and feedback. 3. Case notes and reports are completed within agreed timeframes and in line with UCWB's Practice Framework. 4. Clients are connected with other appropriate services based on assessment of their needs. 5. Serves as a positive role model to clients. 6. Provides client with relevant information and resources to support their independence. 7. Assists the consumer in the identification of their goals. 8. Risks are identified as escalated as required. 9. Clients report improved individual psychological wellbeing and self-management strategies.
<p>2. Support consumers to participate in everyday activities to increase their independence and ability to function in the community.</p>	<ol style="list-style-type: none"> 1. There is evidence that clients are supported to achieve daily life skill outcomes in line with their identified goals. 2. Provide structured support to help develop and maintain life skills in: <ul style="list-style-type: none"> - Time management - Home management - Money management and budgeting - Nutrition i.e. cooking, shopping - Social skills - Transportation - Organisation and interpersonal communication - Personal care - Menu planning, grocery shopping, meal preparation - Community access 3. Clients report improved independence and connection to community.
<p>3. Assist consumers to identify social, economic, recreational and educational services in the community that meet their needs.</p>	<ol style="list-style-type: none"> 1. Clients are connected with other appropriate services based on assessment of their needs and goals. 2. There is evidence of client led decision making. 3. Maintains stakeholder relationships to facilitate connections with other services.

E: SKILLS AND EXPERIENCE

Certificate IV in Mental Health or equivalent Human Services or Community Services qualification at level IV or above, with demonstrable experience working with consumers with complex needs. Ability to communicate and engage with people with mental illness and their carers, as well as with a range of community and clinical stakeholders.

Customer Focus

- Determines the needs of customers by listening and questioning, offering achievable options
- Follows through on customer enquiries promptly
- Prioritises tasks that impact on the customer
- Resolves customer questions and complaints within agreed timeframes

Demonstrates Initiative

- Initiates action and takes responsibility without waiting to be asked
- Anticipates opportunities and obstacles to achieve own goals, negotiates and implements solutions
- Volunteers to help and shares knowledge and ideas
- Enquires about processes and/or tasks and suggests ideas for improvement
- Looks for win-win solutions to problems

Communication

- Uses the most appropriate form of communication, according to purpose and the audience
- Actively listens and consults with others to build a collaborative and inclusive team
- Communicates concisely whilst adopting an appropriate level of detail
- Provides full, relevant and timely responses to questions'

Leading Self

- Manages emotions and reactions, remaining calm during stressful or pressured situations and behaving in a way that is sensitive to others
- Reprioritises workload to incorporate additional demands and new information without difficulty
- Approaches unexpected obstacles and deals with setbacks in a positive way
- Diplomatically handles challenging or tense interpersonal situations

F: ACCEPTANCE

I understand this Role Profile is a description of the duties and responsibilities assigned to the position that I occupy:

Employee's Signature:

Date: