

SECTION A: POSITION DETAILS	
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Position Title:	Support Worker
Remuneration:	Social, Community Home Care and Disability Services Award Level 2
Reports to:	Recovery Support Worker/Assistant Recovery Support Worker (subject to Area Manager)

Organisation Profile

Richmond Fellowship Queensland (RFQ) is a well-respected not for profit company and leading provider of psychosocial mental health services, serving the Queensland community for 40 years.

Richmond Fellowship was founded in Richmond, England, in 1959 and it became a worldwide mental health movement. RFQ is a member of the Richmond Fellowship Asia Pacific Forum and Richmond Fellowship Australia.

RFQ builds on its traditional values and strong mission focus with our own progressive thinking, advanced research and best practice service delivery. The organisation provides a professional work environment with a commitment to the development of its leadership team and all staff. RFQ also provides an ethos where people find meaning in the higher purpose of serving the community.

The organisation operates across 14 service sites in the wider metropolitan area, Caboolture, Redcliffe, Redlands, Logan, West Moreton, Darling Downs and Wide Bay. RFQ has multiple formal partnerships with Hospital and Health Services, Primary Health Networks and complementary partner organisations.

Further information about RFQ can be found at: www.rfq.com.au

Purpose of the Position

The position is responsible for providing psycho-social support to clients, consistent with RFQ’s practice models.

Terms of Employment

RFQ is a party to the *Social, Community, Home Care and Disability Services Industry Award 2010 (Modern Award)*. The terms and conditions of employment are contained in the organisation’s Contract of Employment which reflects the Award.

The position works normal business hours but may be expected to work outside these hours in the performance of the role commensurate with the remuneration and responsibilities of the role.

Hours of work also reflect RFQ’s family friendly philosophy. Duties of the role are largely non-office based.

The position is subject to a 6 month probationary period and regular performance reviews.

Reports and Accountability

The Support Worker is accountable to the Area Manager, through the Assistant Area Manager/Recovery Support Worker/Assistant Recovery Support Worker as appropriate for efficient, effective, equitable and quality:

- Achievement of RFQ, program and position purposes and goals;
- Implementation of position responsibilities and program strategies;
- Implementation of RFQ policies, operational procedures and work practices;

- Achievement of high standards for professional practice and duty of care within the program; and
- Use of the resources of the organisation as required by operational procedures or standards or directions or, where there are no specific guidelines or directions, to standards that would reasonably be expected to apply in the particular circumstances.

SECTION B: KEY RESPONSIBILITIES

- Support and foster a program culture which values lived experience, promotes genuine and open relationships, conflict resolution, responsibility for self, mutual respect, personal growth and other centeredness founded on support values of empowerment, trust, compassion, resilience, diversity, integrity and lifelong learning
- Provide clients with identified support with day to day tasks and activities in accordance with the published roster
- Work collaboratively with internal and external stakeholders to support clients with day to day tasks and activities
- Undertake duties in accordance with the published roster and in response to direction from Line Supervisors
- Advise Line Supervisors promptly about anything impacting on the roster and/or availability
- Make accurate and timely written records in accordance with organisational requirements using a range of software applications on office based and mobile technologies for day to day record keeping and reporting
- Actively and constructively contribute to a team environment through open and respectful communication and by participation in team meetings and activities
- Participate in supervision and performance review processes and take an active role in identifying professional development needs
- Maintain awareness of organisational policies, procedures and processes as documented in RFQ's Quality Management System
- Identify, record and report on hazards, incidents, risks, client feedback (including compliments and complaints) and opportunities for improvement
- Take reasonable care of own health and safety and conduct self in a way that does not adversely affect the health and safety of others
- Perform other tasks with appropriate supervision as may be required from time to time

SECTION C: KEY PERFORMANCE INDICATORS

Service Delivery: The Area Manager is supported with the delivery of supports to clients, consistent with RFQ's Vision and Strategy, policies and procedures, and practice models, with performance requirements met and risks managed.

External relations: Positive working relationships are developed with external stakeholders at relevant levels of the service delivery system.

Staff relationships: Client outcomes are facilitated through working effectively as a member of a team, displaying sound professional judgement and working together to deliver a quality service.

Organisational Culture: The vision and values of the organisation are promoted and role modelled in all relationships.

SECTION D: SELECTION CRITERIA

1. Have proven skills and abilities in the provision of, or capacity to provide, quality support to people with mental illness
2. Ability to support clients of RFQ to achieve defined outcomes within organisational requirements
3. Proven ability to work effectively in a team and contribute positively to cohesive working relationships
4. Proven interpersonal, oral and written communication skills including an ability to make accurate and timely written records using office based and mobile technologies
5. Proven ability to meet schedules and timelines and to achieve defined outcomes
6. Have proven skills and abilities, or the ability to rapidly acquire, in relation to a range of software applications on office based and mobile technology
7. Ability to work within relevant organisational policies, procedures and standards, work health and safety requirements and codes of ethical behaviour

SECTION E: MANDATORY REQUIREMENTS FOR POSITION

- Diploma in a human services related field; or
- Certificate IV in Mental Health or equivalent and demonstrated previous experience working with people with mental illness
- Open drivers' licence and access to a registered roadworthy vehicle with either third party or comprehensive insurance cover
- Access to a smart phone suitable for work purposes
- Undergo criminal history screening and obtain and maintain a positive notice and Yellow Card pursuant to the Disability Services Act 2006 (Qld)
- Queensland Corrective Services criminal history check (if applicable)

Authorised by Chief Executive Officer:



Date: 14 / 06 / 2018