

## POSITION DESCRIPTION

<b>POSITION TITLE</b>	SUSD Outreach Recovery Worker		
<b>POSITION OVERVIEW</b>	Provide intensive outreach support services to people experiencing mental illness who are leaving either acute care or needing additional support to avoid hospital admission, or when stepping down from residential support.		
<b>CLASSIFICATION</b>	SCHADS Level 4	<b>SERVICE LINE   AREA</b>	Mental Health Services
<b>EMPLOYMENT TYPE</b>	<input type="checkbox"/> PERMANENT <input checked="" type="checkbox"/> FIXED TERM <input type="checkbox"/> CASUAL		
<b>EMPLOYMENT STATUS</b>	<input checked="" type="checkbox"/> FULL TIME <input type="checkbox"/> PART TIME	<b>HOURS PER WEEK</b>	38
<b>LOCATION</b>	1 Bowes PI Woden		
<b>IMMEDIATE MANAGER</b>	Manager, Mental Health Services		
<b>INDUSTRIAL AGREEMENT</b>	Woden Community Service Inc – Caring for our People, Building our Capability to Serve, - Enterprise Agreement 2021-2023		

REPORTING RELATIONSHIPS			
<b>NO OF DIRECT REPORTS</b>	Nil	<b>NO OF INDIRECT REPORTS</b>	Nil

KEY RELATIONSHIPS	
<b>INTERNAL</b>	Mental Health and Housing Team, Social Inclusion
<b>EXTERNAL</b>	ACT Health including Mental Health, Justice Health, Alcohol & Drug Services and community-based services.

KEY ACCOUNTABILITIES	
<ul style="list-style-type: none"> <li>Provide a community-based outreach service that complements clinical services, reducing crisis driven follow-up care by working collaboratively with primary health providers and referral to mainstream services;</li> <li>Provide opportunities, support and services for participants of the program to develop or redevelop skills, build confidence and reconnect with their community;</li> <li>Assist them to engage with and/or maintain vocational and other valued roles within their family and community;</li> <li>Provide a welcoming and professional environment for participants, carers/family members, service providers and other stakeholders through consistent high-quality, person-centred practice;</li> <li>Ensure all record management and administrative responsibilities are met within required timeframes;</li> <li>In TRec, provide personalised, after-hours outreach assistance and ensure its accurate reporting.</li> <li>Support peer participation, including peer groups, mentoring and educational activities.</li> <li>Engage in the evaluation of performance with your immediate manager and actively seek opportunities to develop professionally and personally through supervision and reflective practice;</li> <li>Contribute as an effective team member by sharing information, supporting and assisting colleagues in a proactive manner to meet organisation goals and timeframes.</li> <li>Work in accordance with workplace health and safety guidelines and follow the policies and procedures of the organisation.</li> <li>Apply workplace Diversity and Equity principles at all times.</li> </ul>	

EXPERIENCE & QUALIFICATIONS				
Essential Selection Criteria	<ul style="list-style-type: none"> <li>▪ Relevant tertiary Qualifications in Psychology, community nursing / education, Counselling or Social Work will be preferred. The minimum qualification for the role is a Certificate IV in Mental Health or equivalent.</li> <li>▪ Extensive skills, knowledge and experience in providing direct and personalised assistance through outreach services, providing referrals, monitoring and reporting progress.</li> <li>▪ An understanding and demonstrated awareness of strength-based, solution focused and recovery approaches. An understanding of social justice principles.</li> <li>▪ Demonstrated ability to build supportive and respectful relationships with people experiencing mental illness and mental distress including family members and carers.</li> <li>▪ Effective communication skills, including the ability to develop strong relationships and trust with people experiencing mental illness, their families and carers.</li> <li>▪ Demonstrated ability to work effectively and collaboratively in a team and a willingness to participate in reflective practice.</li> <li>▪ Thorough understanding of the importance of personal and professional boundaries, ethical behaviour, policies and procedures.</li> <li>▪ Current Working with Vulnerable People card.</li> </ul>			
Other	<ul style="list-style-type: none"> <li>▪ Availability to work on a roster including evenings and weekends.</li> <li>▪ Demonstrated commitment to the Purpose and Values of Woden Community Service.</li> <li>▪ Ongoing employment is subject to applicants providing a satisfactory Working with Vulnerable People and Police Checks.</li> <li>▪ A current Senior First Aid Certificate and driver's licence</li> </ul>			
Document History	Original: Dec 2018      Revised: Feb 2022      Version: V2			
Employee's name		Signature		DATE
Manager's name		Signature		DATE