

POSITION TITLE:	Recovery Support Worker
FTE:	1 FTE (38 hours per week)
CLASSIFICATION:	Band 3.1.2
DIVISION:	Community Services & Business Development
PROGRAM:	Trauma & Recovery
LOCATION:	<p>Hybrid, in accordance with the Windermere Ways of Working with your primary location being Southern region, including outreach to support consumers.</p> <p>Windermere reserves the right to request you to work at any Windermere location, including our main offices at Narre Warren and Pakenham.</p>
TENURE:	31 December 2024
DATE:	March 2023

1. ABOUT WINDERMERE

Windermere is an independent, not for profit community service organisation working across Victoria including key regional locations, to help those who need it most. Established in 1992, our aim remains constant; to build stronger, connected and supported communities.

Working together with our community, we deliver many services through critical partnerships with government to meet our purpose.

We aim to get in early to help children, families and individuals find the best solutions for their varied and complex issues.

Our support comes in many forms with a focus on intervention, prevention and education to make a difference in the areas of:

1. **Family Wellbeing** by promoting positive behavioural changes, providing parenting supports and responding to violence and/or neglect to achieve safety and stability
2. **Disability Support** by providing assistance to identify the right supports and goals that matter most to enable people of all abilities to actively participate in their communities
3. **Development & Early Childhood Education** by delivering accredited quality early childhood and care services and specialist early intervention services to help children reach their full potential
4. **Victims Assistance** by providing timely and ongoing practical and emotional support for victims of trauma, assault and/or violent crime
5. **Community Strengthening** by mobilising support services to respond quickly to emergencies, disasters and emergent needs.

We believe that everyone is someone in our community and this is reflected in our approach with those we work with every day.

2. OUR PURPOSE, VISION AND VALUES

Our Purpose:

We get in early to make a difference in the lives of individuals, families and communities.

Our Vision:

A stronger, connected and supported community.

Our Promise:

Our many services working together with you for a better life.

3. KEY RESULT AREAS, RESPONSIBILITIES AND PERFORMANCE MEASURES

Key Result Areas	Responsibilities	Performance Measures
Operational day to day service provision of The Recovery Support Program	<ul style="list-style-type: none"> • To make intake contact with assigned family/individual within 1 business day. • Effectively and sensitively engage with families/individuals who have experienced significant trauma, loss and grief. • Conduct outreach to families/individuals that have been directly impacted by the community disaster through visits, phone contacts and care team meetings. • To complete a comprehensive assessment of the family/individual needs. • Develop a clear action plan with the family/individual indicating action needed, responsibilities where it is made clear what is being done, when and by whom and timelines. • To monitor and evaluate short and long term interventions for clients. • Provide personal support, meet immediate needs, provide information, and undertake referral and application processes for services as needed. • Facilitate and work on behalf of the individual/family to problem solve issues, advocate to obtain services where individuals or families find it difficult to act on their own behalf to access services. • Demonstrate ability to recognise and manage own emotions whilst 	<ul style="list-style-type: none"> • Complete all program specific administrative tasks within the required time frames. • All data is entered onto designated service databases, including excel spreadsheets and Crisis Works. • Complete intake and assessment paperwork. • Recovery Support consumer details including case notes entered within 3 working days. • Care plans drawn up as discussed with Recovery Support consumer, subject to regular monitoring and review. • Assist in the review of the resource directory. • Provide Intake as per rostered duty. • Provide Outreach services in response to Recovery Support consumer preference and at other nominated sites. • Provide consistent information in relation to resources available and eligibility for financial assistance. • Seek out opportunities to inform and advocate.

	<p>managing a caseload of complex client needs.</p> <ul style="list-style-type: none"> • Role model high standards of professional practice and conduct in client service delivery, working in partnership with colleagues and agencies. • Work closely with service partners to establish and maintain multi-service approaches that address individual plans. • Facilitate and present information to other stakeholders to promote knowledge and understanding of issues relating to the case management individuals and families. • Develop and maintain client records and data and any other relevant documentation in line with case management guidelines and Bushfire Recovery Service operating instructions. • Provide progressive summary reports as requested to Team Leader, Recovery Support program. • Observe safe work practices you have been trained in, and as far as you are able, protect your own and others' health & safety. • The incumbent will contribute to / participate in Continuous Quality Improvement (CQI) activities of the agency, and will implement CQI strategies into their work practices. • Such other duties as directed from time to time which are within the employee's skill and competence level. 	
<p>Team Responsibilities</p>	<ul style="list-style-type: none"> • Develop and maintain professional relationships with internal and external stakeholders. • Assist in the induction and mentoring of new staff/ locums in relation to case support procedures. 	<ul style="list-style-type: none"> • Contribute to the development of procedures and systems within this program. • Submit time sheets on time. Apply for all leave on ConnX and provide all supporting documents.

	<ul style="list-style-type: none"> • Complete other duties as requested by Team Leader /Manager. • Positively contribute to the culture and spirit of the Recovery Support team, work environment and to Windermere. • Contribute to productive and positive team meetings 	<ul style="list-style-type: none"> • Positively embrace and adopt change as it occurs. •
Quality and Risk	<ul style="list-style-type: none"> • Provide Recovery Support Program in accordance with Windermere Policy & Procedures. • Participate the provision of quality outcomes for consumers through review and audit of relevant feedback – audits, complaints/compliments & accreditation processes. • Participate in quality and accreditation self-assessment(s) and support implementation of agreed improvements. • Actively participate in the risk management process including identification and analysis, control of deficiencies and escalating where required. • Manage complaints or grievances within Windermere policies 	<ul style="list-style-type: none"> • Ensure policies, procedures and codes are complied with at all times. • Ensure work practices comply with Windermere’s Continuous Quality Improvement principles. • To positively embrace and adopt change as it occurs. • As outlined in the Code of Conduct ensure all interactions are undertaken in accordance with the behaviours set.
Organisational expectations and directives in relation to policies and procedures and the organisation’s purpose, vision and values.	<ul style="list-style-type: none"> • Familiarise yourself with and adhere to Windermere’s Policies and Procedures, including the Code of Conduct, Human Resources policies and guidelines and Occupational Health and Safety obligations. • Demonstrate dedication and commitment to work in accordance with Windermere’s values and behaviours. • Attend prearranged dates scheduled for supervision and organisation wide training, including organisation forums and on line induction and be actively involved in the 6-week induction review, 3 and 6-month probationary reviews and a recurring annual performance 	<ul style="list-style-type: none"> • Ensure policies, procedures and codes are complied with at all times. • Ensure all interactions are undertaken in accordance with the behaviours set, as outlined in the Code of Conduct. • 100% attendance at performance reviews. • Completion of induction and orientation within set timeframes. • Positively embrace and adopt change as it occurs. • Ensure arrangements are made so that 100% of courses are attended or completed.

	<p>review with the relevant supervisor.</p> <ul style="list-style-type: none"> • Contribute to or participate in Continuous Quality Improvement (CQI) activities of the organisation, and will implement CQI strategies into their work practices. • Meet the challenges of change as it occurs within the service and organisation. • Attend or complete foundation and position specific training courses set by the organisation and attend or complete discretionary training as approved by the supervisor. • Actively assess, manage and where possible mitigate workplace risk including (OH+S), consumer related risk, reputation risk and personal risk. 	<ul style="list-style-type: none"> • Report risk to the appropriate Windermere personnel and utilise current risk management tools and procedures available. • Protect the rights, safety and wellbeing of children and provide a child safe environment.
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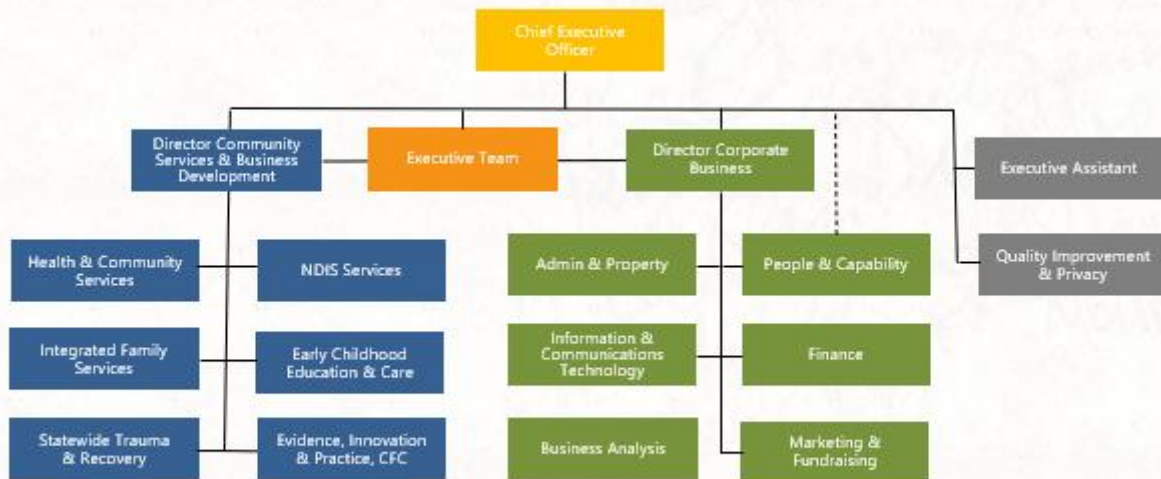
The employee will be expected to perform other duties outside those set in the position description as directed from time to time which are within the employee’s skill, qualification, experience and competence level to meet the organisation’s operational needs.

The Position Description may be amended from time to time at the organisation’s discretion. Where there is inconsistency between KPIs in this Position Description and those within the Organisation Objectives, the Organisation Objectives will stand.

Windermere is committed to equity & equality for consumers and employees, this by building diverse and inclusive services and work environments, where all peoples from Aboriginal & Torres Strait Islander, CALD, LGBTIQ+ Communities and those living with disability will know and feel accepted, affirmed, safe and celebrated. Windermere is delivering this through the continued development and implementation of our Welcoming and Inclusion Strategy 2021-2024 as we seek to provide a diverse workforce at all levels.

4. ORGANISATIONAL RELATIONSHIPS

Organisation Structure



LINE MANAGER: Team Leader – Recovery Support Program

SUPERVISES: Nil

INTERNAL RELATIONSHIPS: Recovery Support Program staff and other Windermere staff

EXTERNAL RELATIONSHIPS: DFFH, Local Government Agencies and Victoria Police

5. KEY SELECTION CRITERIA

- Willingness to promote and support practices that are inclusive, culturally responsive, safe and accessible.
- Current Victorian Drivers' Licence.
- Willingness to undertake relevant pre-employment screening and checks.
- Right to Work in Australia e.g. Australian Citizen, Permanent Resident or Visa holder with full working rights
- Tertiary qualifications in Social Work, Social Welfare or relevant equivalent
- Minimum 3 years' experience within the community sector, preferably in a trauma related field
- Case management, intake and assessment experience
- Willing and capable to work flexible hours, including weekends and after hours as required and negotiated
- Is approachable, reliable and trustworthy; maintaining professional boundaries and confidentiality where required.
- Ability to build strong professional relationships
- Excellent verbal and written communication skills

6. APPLICATION DETAILS

To maximise your opportunity for employment, it is recommended that you provide the following information:

- Covering application letter briefly addressing the Key Selection Criteria
- Current Resume

I have read this document and agree to undertake the duties and responsibilities listed above.

I acknowledge that:

- The PD is an indication of the duties and responsibilities that I may be required to undertake. Additional or other duties and responsibilities may be allocated to me. Where additional training and support is required to fulfil extra or other

duties of a similar level of responsibility, it will be provided within the guidelines of Windermere's Training and Development policy.

- The PD will be reviewed regularly in consultation with me.
- The Key Performance Indicators (KPIs), where included in this document, are indicative. KPIs will be set by the immediate supervisor in discussion with me, for each year (or another set period) and my performance reviewed against those KPIs.

Occupant:

Name: _____

Signature: _____ Date: _____