

POSITION DESCRIPTION

Recovery Support Worker

Position title	Recovery Support Worker
Employment status	21 hours per week - fixed term, 2 years
Award	SCHADS award Level 4
Commencement Date	October 2022
Probationary period	3 months
Reports to	Community Services Coordinator

Murwillumbah Community Centre Background Information

The Murwillumbah Community Centre is an Incorporated, community based non-profit organisation established in 1976 that provides a cross section of direct services to the community with special attention to disadvantaged members including children, youth, families, men and women, homeless, unemployed, Indigenous people and people from culturally diverse backgrounds. MCC also manages community development projects which assist in building community capacity.

Purpose of the Recovery Support Worker Position

The Recovery Support Worker position is part of the *MCC Community Recovery and Resilience Project* funded through PHN North Coast, supporting members of our local community affected by the recent floods with a focus on engaging Aboriginal and Torres Strait Islander people and older people across the different services and activities on offer.

The role of the Recovery Support worker will provide individual support with the aim to improving the wellbeing and emotional resilience of clients by connecting them to existing health and community services providers, community groups and project activities, and offering access to practical support and material wellbeing (such as government grants, financial resilience and other resources).

The role of the recovery worker is key in the process of strengthening community capacity to enhance the recovery and healing process by linking individuals, developing networks of support and referral pathways with other services in the region.

Position Duties and Responsibilities

Key responsibilities

- Provide targeted support and case coordination to individuals and families to address specific needs, improving their emotional wellbeing and increasing their social and cultural connections.
- Provide initial assessment of needs, develop recovery plans in collaboration with the client and identify available services and resources for effective referrals and linkage in the community. This may include outreach to surrounding areas around Murwillumbah.
- Provide clear, relevant, updated and culturally sensitive information to assist participants in accessing appropriate supports and services within our programs and other external providers.
- Assist clients accessing material and financial support and resources available at MCC but also externally.
- Help clients address specific mental health needs through trauma informed interventions.
- Participate in regular consultation and collaboration with local practitioners, services and individuals to identify needs and exchange resources.
- Contribute to the promotion of the program through sector networks, interagency meetings and mailing list, social media and other online platforms but also through local platforms, services/businesses and notice boards.
- Participate in the planning and facilitation of community programs and groups to improve community engagement and social participation.
- Ensure that all evidence of projects are properly documented, and that work is evaluated and reported in accordance with contractual commitments. This includes keeping records and entering data in a diverse range of systems.
- Work independently, as well as being an effective team member of the Murwillumbah Community Centre Inc.
- Possess proficient skills in using technology and systems; our compliance requirements are high and your administration needs to be on par with this.
- Maintain the privacy and confidentiality of all matters, especially with client files.
- Participate in staff meetings, attend regular supervision, staff development and training as required. Follow all reasonable direction from Supervisor.
- Carry out all duties in accordance with Murwillumbah Community Centre's policies and procedures.

Work Health and Safety

- Take reasonable care for your own health and safety while at work and take reasonable care that your acts or omissions do not adversely affect the health and safety of other persons.
- Comply with any reasonable instruction given by the person conducting a business or

undertaking that allows it to comply with the model WHS Act and model WHS Regulations

- Cooperate with any reasonable policy or procedure of the business or undertaking that relates to work health or safety.
- Be thoroughly familiar with all safety, fire and security procedures.
- Participate in all mandatory training on WHS matters within agreed timescales.

Professional standards of Practice

- Demonstrate high levels of emotional awareness and self-care.
- Maintain relationships based on equity, respect and acceptance of diversity.
- A working understanding of safeguarding children and young people and how to maintain appropriate professional boundaries.
- Adhere to Murwillumbah Community Centre’s Code of Conduct, ensuring professional conduct and boundaries are maintained at all times.

Personal Attributes

- Natural ability to relate individuals families and the wider community
- Honest, Trustworthy, Respectful, empathetic and compassionate person
- Friendly, cheerful, dynamic, positive and self-driven

Key Selection Criteria *(all questions must be answered separately)*

Essential Criteria

- 1) Tertiary qualifications in Social Science/ Social Work / Community Services / Social Welfare or related field – minimum Cert 1V level.
- 2) Relevant experience in providing person-centred and strengths-based targeted support and case coordination to individuals and families experiencing crisis or at risk.
- 3) Knowledge and skills in therapeutic interventions, risk mitigation and ability to maintain self-control and respond in a professional manner to stressful circumstances and clients in crisis.
- 4) Demonstrated ability to plan, develop and deliver community programs and groups independently.
- 5) Comprehensive understanding of trauma informed and culturally sensitive practices.
- 6) Highly developed written and oral communication, interpersonal and relationship building skills and including engagement and communication strategies.
- 7) Sound time management and organisational skills, ability to prioritise workload in a busy and changing environment and high standard of record keeping and reporting.

- 8) Demonstrated experience in establishing and maintaining effective networks and working relationships with a wide variety of stakeholders to meet clients needs.
- 9) Demonstrated experience and skills using Microsoft Suite, web browsers and other internet tools and social media platforms.

Information

Work Health and Safety (WHS): All employees are required to carry out their duties in a manner that does not adversely affect their own health and safety and/or that of others by reporting all incidents and injuries as well as co-operating with any measures introduced in the workplace to improve OH&S.

Equal opportunity: Murwillumbah Community Centre is an equal opportunity employer. All staff have a responsibility to be familiar with the Murwillumbah Community Centre's equal employment opportunity policy.

Salary packaging: Is available to all ongoing and fixed term staff

Conditions of employment: Employment is subject to:

- Current National Police Record Check or ability to obtain
- Current Working with Children Check
- Current First Aid Certificate or willingness to obtain
- Current Driver's License
- MyGovID digital signature – or willingness to obtain
- Fixed Term position, subject to 3 month's probation
- 2 dose of COVID-19 vaccination required by funding body

Application information:

Your application must be in writing and must –

- Include a cover letter
- Answers to the Key Selection Criteria
- Resume
- Details of 2 Referees

Applications should be addressed to -

The Chairperson
Murwillumbah Community Centre Inc
PO Box 722
Murwillumbah NSW 2484 OR

Applications are to be emailed to Manager@mccentre.org.au

Applications close Tuesday 18th October, 2022 – 9.30am

www.mccentre.org.au