



# Position Description

## ECSN Program Worker

### Position Details

Position title	ECSN Program Worker
Employment Status	Part-time or Full-time
Classification and Salary	SCHAD's Award Level 4
Location	TBC
Hours	Weekday work
Contract details	N/A

### Organisational Context

Richmond Futures is a wholly owned subsidiary of Richmond Fellowship Tasmania Inc., the largest community-based providers of community mental health services in Tasmania. Our vision is to 'inspire a healthy community, where people are leaders in their own lives' and our mission is to 'enhance health and wellbeing through providing trusted and personalised support to individuals and their families and carers'. We strive to achieve this by promoting choice and control for all our NDIS participants and deliver services that help them achieve their goals.

We believe that recovery is an individual process and that with the right kind of support everyone can live a life based on their own strengths, values and goals for the future. We use an approach that supports individuals to identify their personal strengths and values, to set goals and then helps them make progress towards achieving them.

### Position Overview

This position will work with NDIA Participants who have exceptionally complex support needs and a need for intensive support. It will support people to access urgent supports, provide options for additional supports and work with people to implement urgent plan reviews within the NDIS. It is responsible for reducing the impact of gaps between services and facilitating smooth transitions for people who have complex support needs. This role will also undertake Sector and Community development activities, including subject matter expertise activities to build capacity to support NDIA Participants with complex support needs.

This position will work directly with the Program Manager to deliver excellence in support services.

### Period of Employment

This position is part time or full time and engaged on a standard work pattern confirmed at the time of employment Monday to Friday on a standard work pattern agreed by both the employer and employee. This position may participate in the on-call roster. It is subject to a 6-month probation.

## Accountability

This position will deliver the functions of the Exceptionally Complex Support Needs program including working with people in crisis, service providers and stakeholders in the community to build capability and share knowledge, experience and risk management strategies to provide assistance to people with complex support needs.

## Conditions of Employment

The terms and conditions of employment will be in accordance with Social, Community, Home Care and Disability Services (SCHCDS) Industry Award 2010 – Social and Community Services Employee Level 4.

As a condition of employment the following are required:

Police Check	A criminal record check completed within the last 6 months must be supplied for all new appointments. Where a new employee has lived outside of Australia for 12 months or more, within the last 10 years, an international check is also required to be provided.
Working with Vulnerable People Check	A valid Working with Vulnerable People check must be supplied and maintained for the term of employment.
Car licence	A valid Australian driver's licence (P plate and above) must be supplied by all employees and maintained for the term of employment
Right to work within Australia	Australian or New Zealand citizenship or relevant working visa with VEVO documentation.
Social Work/ Allied Health degree	This is the minimum qualification expected for this role, post graduate qualifications in a relevant discipline will be highly regarded.
First Aid Certificate	The employee must supply a valid HLTAID003 – Provide First Aid Certificate including HLTAID001 – Provide Cardiopulmonary Resuscitation (or such certificates that it is superseded by as listed on training.gov.au) and maintain the currency of these qualifications in accordance with the Safe Work Australia First Aid in the Workplace Code of Practice throughout their employment.

## Key Responsibilities

### *Responsibility 1 – Crisis*

- Work with approved referrers in mainstream services to provide an after-hours crisis response
- Assess the immediate needs of the Participant and coordinate actions to secure appropriate responses to the Participants needs
- Maintain records and prepare accurate and detailed reports
- Work with participants in crisis and the National Disability Insurance Agency (NDIA) Complex Support Needs pathway team to organise urgent plan reviews and facilitate the provision of additional supports.



- Work in on-call roster as required.

### *Responsibility 2 – Provision of Support*

- Further qualifications/experience required to strengthen a higher needs participant's ability to coordinate their supports & participate in the community. This may include resolving points of crisis, & developing resilience in the participant's network.
- Training in planning and plan management to participants.

### *Responsibility 3 – Supporting other service providers and the community*

- Build and maintain networks with stakeholders, including communities of practice to improve sector and community capacity to support NDIS Participants with complex needs
- Develop and deliver training as directed to assist in training other service providers in working with people with complex support needs.
- Build and maintain tools and resources to support sector and community capacity building
- Providing advice and assistance to sector and community as required

### *Responsibility 4 – Richmond Futures Brand Ambassador*

- Liaise with external providers building up strong networks and promoting own and Richmond Futures service offerings.
- Gain additional referrals to Richmond Futures services.

### *Responsibility 5 – Administration*

- Complete case notes for all interactions utilising the SOAP method. Case notes to be completed on same business day as interaction.
- Reply to all external emails within 24 business hours or within contract requirements, whichever is sooner
- Ability to work with Client Relationship Management (CRM) systems
- Engage actively with KPI reporting.
- All other duties as requested.

## Selection Criteria

### **Essential**

- Social Work or Allied Health qualification, or related qualification with significant work experience in an environment assisting people with exceptionally complex support needs.
- Experience working in a team to deliver service outcomes.
- Highly organised and professional in all communications.
- Ability to meet KPI's and deadlines.



- Experience supporting people with complex needs within a NDIS environment, specifically intellectual disability, psychosocial disability, acquired brain injury and autism
- Experience in planning, implementing and evaluating services relevant to people with disability, their formal and informal support networks.
- Awareness and understanding of the NDIS Quality and Safeguards Commission and understanding of the rights, needs and requirements of people with a disability from diverse cultural backgrounds.

## Desirable

- Strong networks throughout Tasmania.
- Coordination of Support Experience.
- Cert IV in Training and Assessment.
- Experience developing and delivering training and educational resources.

## Key Competencies

- Ability to communicate effectively both verbally and in writing.
- Ability to manage high stress situations.
- Strong attention to detail.
- Highly developed interpersonal skills.
- Ability to work within a team environment.
- Demonstrated ability to show empathy.

## Key Performance Indicators (KPI)

These KPI's form an essential part of employee's achievement of probationary objectives, work plans and performance management reviews. These KPI's can be changed to meet the changing needs of Richmond Futures.

<b>KPI1</b>	<b>Meet the requirements of the program contracts</b>	Undertake all functions of the contract in line with direction provided by the Program Manager, operational procedures and contract requirements
<b>KPI2</b>	<b>Support the growth and development of the disability sector and broader community</b>	Create strong links with sector and community partners, create capacity building opportunities through networks, stakeholder engagement, communities of practice, development and delivery of training and educational resources, one on one supports, tools and resources and other information/ activities required

KPI3	<b>Subject matter expert</b>	Grow the maturity of service providers and mainstream services through completing a workforce development program to grow individual and service provider capacity.
KPI4	<b>Administration</b>	All case notes and PRODA billing up to date weekly.  Case notes completed as per SOAP method.  Daily, monthly and quarterly reporting as necessary and as required to meet KPIs of the program.
KPI5	<b>Crisis referral service</b>	Coordinate a specialist crisis line and perform integrated support coordination for exceptionally complex support needs Participants that are in crisis.

## Values Statement

Our vision at Richmond Futures is to ‘inspire a healthy community, where people are leaders in their own lives’. Our mission is to deliver excellence through person centred, well-being and recovery services. Our values are at the forefront of everything we do both as individuals and as an organisation. It is important that within every role at Richmond Futures we live the Richmond Futures Values, Mission and Vision. Our values are:

- **Recovery and Wellbeing** – We believe that people can and do recover and that everyone has a right to feel a sense of wellbeing. We work with purpose, courage, integrity and empathy to promote choice, hope, build resilience and grow individual self-determination.
- **Inclusion and Community** – We respect and value people’s differences and recognise the strength that diversity brings. We value the relationships we have with individuals, families, colleagues and the community and look for opportunities to connect and learn from each other, and to contribute, belong to and feel safe within our community.
- **Co-design and Collaboration** – We embrace each person’s unique journey and look for creative and innovative ways to listen, reflect, learn and grow. We work as a team to have fun, play to our strengths and have the courage to take risks.
- **Service Excellence** – We strive for excellence in all that we do and proactively identify and pursue opportunities which grow and complement our business. We embrace continuous improvement and quality and value accountability and professionalism.

## Health and Safety Statement

- All health and safety policies and procedures are understood and followed
- Identified hazards are efficiently and effectively addressed
- Incidents are recorded in a timely manner
- Participation in health and safety audits of work is proactive



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- An understanding of emergency and evacuation procedures is demonstrated

To apply for this role

To discuss this position contact us at [careers@richmondfutures.com.au](mailto:careers@richmondfutures.com.au) or call 03 6169 1188

All applications must include a CV and Covering Letter explaining your interest in this position, and must be applied for through the Seek "Apply" button.

To apply, please:

- Include three current references
- Ensure files are either Word or PDF format
- Use the Seek "Apply" button

You will be expected to be able to provide a current Police Check, WWVP check and valid First Aid qualification.

### Position Description Acknowledgement

I have received, reviewed and fully understand the above position description. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.

Employee name: \_\_\_\_\_ Date: \_\_\_\_\_

Employee signature: \_\_\_\_\_