



## POSITION DESCRIPTION

<b>POSITION TITLE:</b>	<b>PIR Support Facilitator</b>
<b>PROGRAM:</b>	Partners in Recovery
<b>TERM:</b>	Up to 30 June 2016
<b>AWARD:</b>	Social, Community, Home Care and Disability Services Industry Award 2010
<b>SALARY:</b>	Level 5
<b>REPORTING TO:</b>	RIA Manager
<b>STAFF SUPERVISION:</b>	Nil
<b>DAYS &amp; HOURS OF WORK:</b>	38 hpw
<b>PROBATIONARY PERIOD:</b>	6 months
<b>MANDATORY:</b>	Appointment is subject to approved Criminal History Screening

### SUMMARY STATEMENT

Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive. All staff members are required to carry out all duties in accordance with the key principles of the Partners in Recovery program, the policies and work instructions of Rights In Action (host agency), and relevant service agreements and to act at all times with integrity, empathy and prioritise the person, their needs and preferences. The Support Facilitator's role is to ensure primacy of the person's wellbeing, by creating responsive, timely, person- driven systems; to identify the barriers experienced by the person in accessing and seeking independence; and to promote system improvement and reform.

### POSITION REQUIREMENTS

#### **Support Facilitators must demonstrate their:**

1. Capacity to:
  - Engage with people who have for many reasons not found services beneficial;
  - Share experiences and information;
  - Analyse and formulate assessment/plans in partnership with others;
  - Identify, engage and enhance services that collectively provide opportunities for an individual's recovery;
  - Capacity to encourage and sustain a recovery-oriented culture.
2. Personal qualities of humane concern, empathy with the issues Consumer's experience with service providers and access, imagination, innovation, hope, resilience and optimism;
3. Strong understanding of personal recovery and what that means for the person, in order to coordinate the existing services in a manner that meets the needs of the person;
4. High level networking, communication and negotiation skills;
5. Work with people who experience severe and persistent mental illness and their carers, families, friends and community supports to facilitate access to the services and responses they need;
6. Work collaboratively with a range of organisations and primary health care providers to coordinate, improve, change and integrate services;
7. Demonstrated commitment to collaborative service development, driving systems change within and across agencies/sectors.
8. Formal qualifications and/or experience relevant to the position.

9. Ability to work within diverse cultural protocols and to engage respectfully with people from Aboriginal and Torres Strait Islander communities.
10. Demonstrated experience and understanding of the importance of working with carers with regard to the National Standards 6.11 which gives consideration to the Consumer's right to involve, or not to involve carers and others.

**Additional Position Requirements:**

- A Blue Card or eligibility for suitability of a 'Positive Notice Blue Card for Child Related Employment' issued by the Commission for Children and Young People and Child Guardian.
- A satisfactory National Police Clearance.
- Current Driver's License

**Duties include:**

**NB: The duties must be read and performed in conjunction with the required minimum standards and the recovery practice principles Appendix A**

1. Actively seek and engage people aged 25 and above experiencing severe and persistent mental illness with complex needs
2. Receive and review referrals and contact and seek involvement from the Consumer against defined inclusion criteria
3. Develop a comprehensive negotiated service plan with the Consumer which may involve reviewing past case files and actions to ascertain what may or may not have worked.
4. In collaboration and with the commitment of regional PIR partners (and carers and families as is appropriate according to National Standards), develop, monitor and regularly review a PIR Action Plan that will guide the necessary engagement and integration of required services identified in the needs assessment (the Plan should sequence and prioritise efforts to gain access to services and supports so as to ensure a coherent and logical pathway through the service delivery system).
5. Engage with existing supports and case managers that may have a role in the care of the Consumer if requested by the Consumer, and ensure the Support Facilitation/coordination focus is maintained and not shifted to a case management focus.
6. Encourage the service system to work in partnership with the Consumer, engage with and follow up services and supports, build service pathways and networks of services and supports needed (wherever possible).
7. Innovatively drive systems change and improved service capacity.
8. Secure access to existing services and supports, reinforcing the expectation of existing services and supports being available and accessible to assist Consumers).
9. Be a point of contact for Consumers, their families and carers if the Consumer wants them involved when service arrangements are not working or the Consumer becomes disconnected from the supports from which they sought assistance.
10. Maintain the necessary reporting and information provision to PIR organisation management to ensure effective administration of compliance arrangements; and
11. Have a role in the collection of data for the purposes of monitoring, reporting and evaluation of the initiative.
12. Actively participate and prepare for regular individual line support and supervision meetings with the RIA Manager.
13. Actively participate and contribute to team and program meetings, with regards to learning, planning, and development.
14. Actively participate and contributing to overall organisational learning, planning, and development facilitated by the FNQ PIR Organisation and the host agency.
15. Providing regular feedback to the RIA Manager, on all relevant concerns, issues, needs and gaps.
16. Undertaking other duties as directed by those authorised to give such direction, within the scope of expertise and training.



**Organisational KPIs: You are successful in your organisational requirements if you can demonstrate:**

1. You have due regard for all aspects of *the philosophy of recovery* to ensure that these guide all work activities and are in line with the mission, values and objectives of Rights In Action.
2. Your skills, knowledge and experience are applied, developed and maintained to continuously improve and achieve positive outcomes for consumers of the Partners in Recovery organisation and the Rights In Action itself.
3. You have a working understanding of the quality system including organisational policies; and work instructions specific and relevant to the role.
4. You carefully observe the Code of Conduct that guides staff to use appropriate conduct in the workplace - your thoughtfulness, respect, interpersonal skills and behaviours are shown in all relationships through tact and empathy for all individuals and groups; and you maintain your composure even in difficult moments.
5. You carefully observe privacy and confidentiality principles and obligations relevant to the role.
6. You take reasonable care for your own health and safety and that your acts or omissions do not adversely affect the health and safety of others.
7. You comply with any reasonable instruction to comply with the Work Health and Safety Act and cooperate with any reasonable policy or procedure relating to health or safety at the workplace.

**Role KPIs: You are successful in your role if you can demonstrate you have:**

1. Maintained an open mind and empowering approach when working alongside consumers.
2. Promoted and developed innovative client-centred approaches to service delivery.
3. Promoted a community-based recovery philosophy that underpinned all clinical and community support services delivered to each consumer you have supported.
4. Facilitated better coordination of clinical and other supports and services to individual care tailored to each consumer's needs.
5. Strengthened partnerships and built better links between the various clinical and community support organisations that were responsible for delivering services to each consumer you have supported.
6. Improved referral pathways that facilitated access to the range of services needed by each consumer you have supported.
7. Provided qualitative and quantitative data that demonstrates engagement with consumers and sustained, successful progress to recovery.
8. Provided services with opportunities to develop understanding of the partnership with consumer and recovery orientated service provision.

I note that position descriptions are under periodic review, and may be changed, after consultation, at any time.

**Signed** \_\_\_\_\_

**Name** \_\_\_\_\_  
(Please print)

**Date** \_\_\_\_\_