



RIGHTS IN ACTION INC

Independent advocacy for people with disabilities

**RECRUITMENT INFORMATION KIT
FOR**

PARTNERS IN RECOVERY SUPPORT FACILITATOR
(full time contract up to 30th June 2016)

Enquiries contact
Robyn Renton, Manager
Telephone: 4031 7377

All correspondence and application to:

CONFIDENTIAL

Robyn Renton
Rights In Action Inc
PO Box 1041N
CAIRNS NORTH QLD 4870
OR

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Applications Close: Monday 30th November 2015 at 5.00 pm

Late or incomplete applications will not be accepted.

RIGHTS IN ACTION INCORPORATED EMPLOYMENT APPLICATION FORM

Applicant Details				
Title	<input type="checkbox"/> Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Ms <input type="checkbox"/> Miss			
First Name		Surname		
Street/PO Box				
City/Suburb		State		Postcode
Home phone		Mobile		
Email address				

Qualification Details	
Check: Does your Experience and Qualification(s) meet the requirements?	
Qualification/s	
Tertiary institution	
Location	
Full-time duration of course	
Date qualification awarded	

Overseas Qualifications: If your qualification has been obtained outside of Australia please ensure you follow the steps outlined in the Child Safety Officer Applicant Information Guide prior to submitting your application.

A CERTIFIED COPY OF YOUR QUALIFICATION, ACADEMIC TRANSCRIPT AND OTHER RELEVANT DOCUMENTATION (eg ASSESSMENT OF OVERSEAS QUALIFICATIONS), MUST BE PRESENTED AT AN INTERVIEW

Driver's Licence and Blue Card	
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Possession of a current Queensland driver's licence **is highly desirable** as driving a company vehicle is an integral component of this role".

I have a Driver's Licence?	<input type="checkbox"/> Yes <input type="checkbox"/> No
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It is not a requirement to hold a Blue Card at the time of application; however you will need to be eligible to apply for one when being considered for employment.

I have a current Blue Card?	<input type="checkbox"/> Yes <input type="checkbox"/> No
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A COPY OF YOUR DRIVER'S LICENCE AND BLUE CARD MUST BE SUBMITTED WITH YOUR APPLICATION.

Special Requirements

Do you have any special requirements if invited to attend an interview? (eg interpreter) Yes No
If yes, please specify:

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Checklist

The checklist below will help you prepare your application:

Please note: Incomplete applications will not be considered.

A **certified document** is one which is stamped and signed by a Justice of the Peace, Commission of Declarations, Police Sergeant or Solicitor who has sighted the original document.

1. Completed application form	<input type="checkbox"/> Yes
2. Resume: outlining your employment history, relevant skills and experience, qualifications and the names of two professional referees who have agreed to be contacted (max. 4 pages)	<input type="checkbox"/> Yes
3. Written response to the Position Description (max. 2 pages)	<input type="checkbox"/> Yes
4. A copy of your Queensland drivers licence	<input type="checkbox"/> Yes
5. A copy of your current blue card (if applicable)	<input type="checkbox"/> Yes

Sighting of your driver's licence, blue card and qualification documents are to be presented at interview.

FURTHER INFORMATION (Optional)

Applicant declaration

I understand that appointment to the position will be subject to a criminal history check.

I understand that if any of the particulars supplied in this application are found to be false or misleading, action may be taken to withdraw any offer of employment or to annul any appointment already made.

Applicant's Signature:

Date:

POSITION DESCRIPTION

POSITION TITLE:	PIR Support Facilitator
PROGRAM:	Partners in Recovery
TERM:	Up to 30 June 2016
AWARD:	Social, Community, Home Care and Disability Services Industry Award 2010
SALARY:	Level 5
REPORTING TO:	RIA Manager
STAFF SUPERVISION:	Nil
DAYS & HOURS OF WORK:	38 hpw
PROBATIONARY PERIOD:	6 months
MANDATORY:	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.

Appendix A

Practice Principles for Recovery Orientated Service provision

The following Practice principles were developed by Centacare Mental Health Resource Service (CMHRS) to enable the service to develop some performance indicators that would measure our efforts against our recovery philosophy.

The Principles also align with the key elements of personal recovery as described by Helen Glover in the *Recovery Star*. The core elements of *active sense of self, connectedness, hope, personal control and responsibility* and *discovery* can be matched to each of the practice principles. Recovery orientated service provision must be designed in such a way that it supports and facilitates the persons own efforts and growth and does not inadvertently get in the way of their own effort. The Practice Principles act as a check list to protect the personal recovery efforts of each person.

1. We recognise that the person is the expert and change agent in their own life. CMHRS supports the person to appreciate this rather than CMHRS being the expert and change agent in their life. *Active sense of self*
2. Citizenship is central to our work. We intentionally support people to live, work, love and play in their own community. We work in a way that invites people to maintain, rekindle or develop naturally occurring relationships and resist the urge to replace these with an artificial service response. *Connectedness*
3. We recognise that service response and resources are only some of many resources available. We are mindful that as much as our service response has the potential to help a person in their citizenship and recovery it could also inadvertently disable them. In our work we constantly question the relevance and fit of our service response when we negotiate support with people. *Connectedness*
4. The principle of 'nothing about us without us' is central to our work. We resist participating in activities in which the person is not present or has not given their consent. *Personal responsibility and control*
5. Knowledge is power. Therefore all environments that we offer as part of our resource service will invite intentional learning, discovery and self-exploration.
6. We recognise that overcoming adversity is part of the human experience. We join with people in our work that draws upon our common experiences of overcoming through inviting them to appreciate their own overcoming. *Active sense of self*
7. We differentiate between taking responsibility *for* people and the responsibility *to* a person in assisting them to maintain a sense of control and responsibility. Therefore we do not abandon someone simply for the choices that they make. *Personal responsibility and control*
8. We commit to professional, high quality and intentional service provision. As a service we are responsible to people in creating opportunities but recognise we cannot create or take credit for their personal outcomes. *Active sense of self*
9. We believe that the experience of mental illness / emotional distress does not necessarily limit people in their aspirations and dreams of a good life. Our work supports people to retain or reclaim what is important to them and resists limiting opportunities based on the thought that the distress is permanent or the diagnosis provided is limiting. *Hope*
10. People's sense of wellbeing and a community sense of wellbeing are intertwined with each other. Our work will support community initiatives that connect to a unified sense of wellbeing drawing upon resilience, connectedness and creativity. We resist responding to individuals without consideration of a community context. *Connectedness*

References:
Recovery Star Helen Glover Enlightened Consultants

Appendix B

Explanation of the role of a Support Facilitator

In a recovery operated philosophy and service delivery the role of the Support Facilitator is seen as an equal partner to a person's recovery. Their task is to support the person to reclaim their lives – to assist them to build the life they want with a measure of wellbeing.

This will include opportunities for them to live, love and play in the community with friends and family, with somewhere to call home and some meaningful things to do to contribute to the world.

This work will be varied and diverse. At the heart of the work is the person, client or consumer. The Support Facilitator may need to support the person to learn how to engage others to support their hopes and dreams.

The core business of the PIR initiative is to ensure that the person has added opportunities to engage in life and wellbeing. The Support Facilitator must be able to take the lead from the client. As outlined in the PIR Guidelines it is anticipated there will be some service co-ordination as part of the role – ensuring that supports gained from services are easy to engage and maintain. Some tasks in engaging services can be difficult for someone outside the service system – this is where the Support Facilitator's role is to make that support and engagement easy.

There is also a role in community development for the Support Facilitator in sourcing what is available within the local community to support the person in their recovery- these supports and initiatives are likely to be outside of the service system, they are to be found in the fabric of society for example, the local sports club, the local shop, perhaps a neighbour.

The Support Facilitator is unequivocally on the side of the person / client / consumer – part of operating from a recovery philosophy is recognising the power imbalances that are inherent in the relationship between a client and a service.

This means that the Support Facilitator must build positive relationships with services and others who are part of the Partners in Recovery Team as well as working to assist the person to gain an equal relationship with each member of their team.

The essential element here is ensuring that the leadership and choice of the supports remains with the person. The tension for service providers is the natural desire to take the lead, to set the plan; however that effort will not support the person to grow or gain measures of influence in their own life.

Recovery is something that only can be done by the person themselves – however it is not something that is expected to be done alone. As human beings we need the support of each other.

The PIR initiative and the Support Facilitator's role in particular, can be a major assistance to the person who has been identified as experiencing a severe persistent mental illness and who may have complex needs, to gain some mastery over their own life, in whatever small way this may begin it will almost certainly grow from action and experience.

References:

The Experience of Recovery edited by LeRoy, Spaniol and Martin Koehler, Center for Psychiatric Rehabilitation, Sargent College of Health and Rehabilitation Sciences, Boston University
Unpacking Practices that Support Recovery Level 1. Recovery Education Project Helen Glover Enlightened Consultants ©
Recovery in Mental Illness Broadening Our Understanding of Wellness edited by Ruth O Ralph and Patrick W Corrigan
American Psychological Association Washington DC