

BENDIGO COMMUNITY HEALTH SERVICES

POSITION TITLE: FLOOD RECOVERY SUPPORT WORKER

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| Award: | Community Health Centre (Stand-Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2022 |
| Classification: | Level 3 Pay Point 1 |
| Site: | This position is primarily based at an external site, however may be required to work from any BCHS site or outreach location as negotiated. |
| Hours per fortnight: | 76 hours per fortnight (1.0 FTE) |
| Tenure: | Fixed term 12 months from commencement |
| Position description developed: | December 2022 |
| Responsible to: | Senior Leader – Forensic Mental Health |

We want (Vision)

Better health and wellbeing across generations.

We exist (Mission)

To work hand in hand with our community to achieve healthier lives.

We strive for (Values)

- Integrity**
 We are authentic and accountable, and we honour our obligations.
- Respect**
 We build respectful relationships through trust, empathy and collaboration.
- Inclusive**
 We recognise and promote accessible, safe and holistic supports and services as a basic human right.
- Innovation**
 Through continuous learning, we ensure an agile, responsive and sustainable service.
- Togetherness**
 We create a sense of connectedness, pride and support through enjoying our work and being passionate about making a difference.

| Our pillars | Consumer and Community | Influence | Visible | Sustainable |
|---------------------------|--|---|--|---|
| The change we want to see | People in our community, especially those most in need, have improved health and wellbeing | We use evidence, data and the voice of our community to shape our supports and services | Our service is identified as a quality provider and our people are recognised as leaders | Our sustainability is based on a healthy culture, improved systems, outcomes and growth |

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The Role of the Team

The Flood Recovery program is a project funded by Emergency Response Victoria which aims to support recovery of individuals and families impacted by 2022 flood events across the Campaspe region. Bendigo Community Health Services are supporting Echuca Regional Health and are seeking applications for Recovery Support Workers. The Flood Recovery team will work with individuals and families in a variety of settings including digital, telephone, community, and outreach to community locations to provide information, advice and support.

Position Role

The Recovery Support Worker will work with people affected by the floods to provide information, advice and support, assistance applying for grants and referrals to sources of support (such as financial counselling and mental health support). The Recovery Support Worker will ensure that people have a seamless experience in accessing a range of services and support requirements. The Recovery Support Worker will aim to empower people to take control of their recovery journey by working to build capacity by adopting a strengths base to enable people to self-determine the level of support required.

The Program aims to support people in a trauma-informed way, tailor to a person's individual needs and align with any existing service provision.

Position Responsibilities

- The responsibilities of the position are: Effective and sensitive engagement with individuals/families who are experiencing/have experienced trauma, stress, anxiety, loss and grief as a result of the 2022 flood events in the Campaspe region
- Conduct outreach to individuals/families directly impacted by flooding via visits, telephone and care team meetings/joint visits as appropriate and with consent
- Develop a recovery action plan for individuals/families with identified responsibilities and timelines
- Support Individual uptake through Community Engagement activities
- Identify, support and advocate for timely provision of services/programs supporting referral, application and paperwork processes, supporting problem solving and facilitating access to services where this may otherwise be difficult
- Provide emotional and personal support to individuals/families, providing accurate information on trauma and stress responses and strategies to support wellbeing, referring to generalist and specialist services and programs as required
- Monitor and evaluate short, medium and long term interventions and adjust action plans as required
- Develop and maintain client records and relevant data in line with case management practices and operational guidelines
- Demonstrate capacity for self-reflection and self-regulation whilst working with a complex case load, utilising supervision and reflective practice to support own wellbeing
- Work closely with external agencies and services to facilitate collaborative multiservice approaches that support achievement of the individuals/families action plan
- Complete and participate in mandatory professional and regulatory accreditation programs; participate in Quality Improvement activities and implement change in work practice as identified
- Provide other duties as requested by Senior Leader

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Key Selection Criteria

Essential

1. Qualifications or experience relevant to the position; ideally a Certificate 4 in Community Services or similar.
2. Experience within the community services sector or related field.
3. Commitment to learning the impact of trauma on individuals and communities.
4. Demonstrated capacity for self-reflection and self-regulation and a strong commitment to practices that support own wellbeing.
5. Commitment to developing and contributing to a positive team culture within the Flood Recovery Team and broader service providers.
6. Current Victorian Drivers' Licence and willingness to provide assertive outreach.

Desirable

1. Demonstrated experience working in community services.
2. Understanding of the broader services available in the region.
3. Ability to provide vaccination information that meets the requirements for healthcare workers.

Probationary Period

Employment with BCHS is conditional on satisfactorily completing a probationary period of six (6) months from date of commencement. During this period your performance will be reviewed with your manager and, assuming this is mutually satisfactory, your employment will be confirmed at the end of this period.

Staff Review & Development (SRD)

Each BCHS staff member is required to participate in the annual SRD process. The SRD will be based on the Position Role and Responsibilities and Key Selection Criteria in addition to the relevant Branch and Team Plans and the following Performance Indicators.

Position Performance:

Demonstrate achievement of negotiated performance indicators specific to your position.

- Documentation and statistical information is key to this position
- Confidentiality
- Participate in supervision and professional development as negotiated with line manager.
- Knowledge and compliance with BCHS privacy and confidentiality procedures.

Communication and Teamwork:

High level communication and interpersonal engagement that contributes to productive and collegial relationships between staff and with consumers

- Display your capacity for self-awareness through reflection, planning and communication.
- Show evidence of your ability to work co-operatively within a team to achieve team goals.
- Establish and develop as key functions of relationship management, regular and professional communication with all your relevant colleagues.
- Demonstrate alignment and integration of practice according to BCHS' Vision, Values, and Strategic Directions.

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Self-Management:

Demonstrated experience and understanding of the need for ongoing personal and professional development that contribute to self-satisfaction and professional growth.

- Continually develop personally and professionally to meet the changing needs of your position, career, and industry.
- Demonstrate behaviours that lead you to achieving your goals.
- Demonstrate understanding and behaviour to reflect BCHS' values.

Administration and Documentation:

Using BCHS processes ensure that all administration and documentation requirements are initiated and completed in a professional and timely manner.

- Show evidence that the administrative tasks of your position are completed in an orderly, timely and accessible manner.
- Demonstrate that your documentation is completed in an accurate, legally, and ethically compliant standard, and is produced to an appropriate professional standard.

Learning:

Demonstrated knowledge and application of the capabilities required for this position including knowledge and understanding of appropriate equipment, legislation, policies, and procedures.

- Show evidence of knowledge and understanding of BCHS Strategic Directions and the ability to link key strategic directions to individual and teamwork plans and individual self-development.
- Demonstrate initiative and enterprise skills that contribute to innovative outcomes.
- Display an appropriate level of awareness of the implications for BCHS of decisions and situations that involve you and others.

Diversity and Culture:

BCHS treats all people with respect; values diverse perspectives; provides diversity training opportunities; and provides a supportive work environment. BCHS is committed to employing people from diverse backgrounds and providing a workplace free from discrimination and harassment.

Child Safety:

BCHS values children from all backgrounds and is committed to making our community a safe, nurturing, and welcoming place for children to grow and develop. We are committed to making sure **all** children to reach their individual potential.

Other Essential Requirements

Staff will:

- Complete all required probity checks **before** employment is confirmed.
- Provide vaccination information that meets the requirements for healthcare workers.
- Present a copy of original professional qualifications document or registration (if required).
- Receive and comply with BCHS' policies and procedures including the Code of Conduct.
- Actively contribute to continuous quality and service delivery improvement through the organisation.
- Be proactive in risk identification, notification, and management.

BCHS believes that *“Quality is everyone’s business, safety is my responsibility”*

Co-operate with and contribute to BCHS Occupational Health & Safety procedures and participate in appropriate safety information and education activities as required.

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Other Information

- Salary Packaging would be available to the successful applicant.
- BCCHS' Employee Assistance Program is available to employees and immediate family.
- BCCHS is an Equal Opportunity Employer.
- All BCCHS sites are smoke free workplaces.
- BCCHS has a commitment to environmental sustainability.

APPROVED