

Psychosocial Recovery Coach

At Recovery Plus Support our focus is on providing high quality disability support services to participants of the National Disability Insurance Scheme. Our work and staff are all centered on our values of Empathy, Respect, Integrity, Reliability and Quality. Our mission is to radically change the way that we support participants through delivering respectful social and community support and premium services.

By embodying our values, in our Head Office as well as out in the field, our team members make Recovery Plus Support a great place to work. So, come and join us at Recovery Plus Support where there are rewarding opportunities for you to grow and develop professionally, at an organisation where values come first!



RECOVERY PLUS VALUES

EMPATHY

WHEN WELCOMING NEW PARTICIPANTS WE ARE ALWAYS UNDERSTANDING OF MENTAL HEALTH AND DISABILITY AND WELCOME PEOPLE FROM ALL WALKS OF LIFE.

RESPECT

WE DEMONSTRATE RESPECT TO OUR CLIENTS AND STAFF BY BEING POLITE AND THOUGHTFUL OF EACH PERSON AS WELL AS THEIR ABILITIES AND QUALITIES. WE RESPECT YOUR CHOICE AND CONTROL.

INTEGRITY

WE STICK TO OUR WORD. WE HONOUR AGREEMENTS MADE AND MONITOR ALL SUPPORTS TO ENSURE FAIRNESS, TRUTH AND ACCOUNTABILITY.

RELIABILITY

WE STRIVE TO FOLLOW THROUGH ON ALL COMMITMENTS MADE, ON TIME AND CONSISTENTLY.

QUALITY

OUR STAFF, SERVICES AND SYSTEMS ARE OF THE HIGHEST QUALITY AND STANDARD. THIS IS OUR CORE VALUE THAT OVERRULES ALL THAT WE DO.

THE POSITION:

The Psycho-Social Recovery Coach involves providing recovery coaching support to NDIS participants. You will be supporting NDIS participants with empathy, humanity and care. The Psycho-Social Recovery Coach's goal is to support the participant with their journey of recovery towards leading a self-sufficient and fulfilling life.

Our participants have various support needs, and depending on the participant, your role as a Recovery Coach will involve coaching to increase recovery skills and personal capacity, including motivation, strengths, resilience, and decision making. The Recovery Coach is also responsible for linking the participant to mainstream or community services (i.e., housing, education, transport, health) as well as broader system of supports. The Recovery Coach's objective is to develop a recovery-enabling relationship to support Participants with their recovery planning.

POSITION OBJECTIVES:

- Corresponding with external service providers.
- Effectively communicate and maintain relationships with Recovery Plus Support's participants and staff members.
- Assist participants to build the skills they need to understand, implement, and use their plan.
- Work with participants to ensure a mix of supports are used to increase their capacity to maintain relationships, manage everyday tasks, live more independently, and be included in their community.
- Monitoring Recovery Plus Support's Customer Relationship Management system.

KEY RESPONSIBILITIES:

- Coaching to increase recovery skills and personal capacity, including motivation, strengths, resilience, and decision making.
- Support Participants with their recovery planning
- Collaborating with all stakeholders
- Support Participants to select preferred options or providers.
- Conduct assessments that correlate with the Participant's support plan (e.g., biopsychosocial assessment)
- Strengthen and enhance participants capacity to coordinate supports,
- Self-direct and manage supports and participate in the community.
- Be the key contact for service issues, complaints, and major changes.
- Assist participants to decide on what actions to take to achieve goals.
- Assist participants with all aspects of 'Preparing for Plan Review.
- Managing an individual case load and perform the tasks autonomously.
- Organising a timetable/roster to meet deadlines/appointments.
- Writing comprehensive case notes and do this articulately, clearly, and concisely.

REQUIRED SKILLS & QUALIFICATIONS:

- Minimum Certificate IV in Mental Health / bachelor's degree in social work or Psychology.
- Minimum 1 years' experience in the mental health sector or related field.
- Available for minimum of 4 days a week
- Minimum Australian Probationary Driver's License.
- Current Working with Children's Check or willing to apply.
- Current valid First Aid and CPR Certificate or willing to apply.
- Current National Police Check / NDIS Worker Screening Check or willing to apply.
- COVID-19 Training and Control Certificate or willing to obtain.
- NDIS Orientation Certificate or willing to obtain.
- Commitment to providing exceptional support, aligning with our company values and excellent communication skills.
- Full rights to work in Australia.

OBLIGATIONS:

- Maintain confidentiality of customers, their families/carers and the organisation.
- Effective networking with all stakeholders
- Support Recovery Plus Support's participants to monitor funding expenditure to ensure funds are not exhausted early.

WORKING RELATIONSHIPS:

- Develop strong relationships with participants and stakeholders.
- Develop collaborative working relationships with all stakeholders.
- Share knowledge and experience with colleagues
- Ability to adapt communication style to meet people's needs.
- Administrative tasks; time management, coordination of tasks, efficient work practices
- Computer literacy and confidence and capability in using systems and technology.
- Ability to work with minimal supervision.

JOB REQUIREMENTS:

- Your own car covered by full comprehensive Insurance or;
- Access to a car with yourself listed as a nominated driver at a minimum;
- A full Drivers' License;
- Tertiary qualifications in peer work or mental health (minimum of Certificate IV in Mental Health Peer Work or Certificate IV in Mental Health) or equivalent training; and/or a minimum two years of experience in mental health-related work;
- A current NDIS Worker Screening Check (or be willing to obtain one);
- Working with Children Check (employee); and
- A current First Aid and CPR Certificate.
- NDIS Worker Orientation Completion Certificate
- Right to work in Australia

If any of the above requirements are not met within 14 days of this contract being signed, the offer of employment can be retracted.