

# Position Description

<b>Title</b>	NDIS Psychosocial Recovery Coach
<b>Business Unit</b>	Disability and Mental Health
<b>Location</b>	185 Baillie Street, Horsham
<b>Employment type</b>	12 Months Maximum Term, Part-time (.6 FTE)
<b>Reports to</b>	Senior Manager AOD, Mental Health & Disability

## About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land. We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

**Our purpose:** To inspire people, enliven communities and confront injustice

**Our values:** We are imaginative, respectful, compassionate and bold

## 1. Position Purpose

The purpose of this role is to support National Disability Insurance Scheme (NDIS) Participants to achieve their NDIS Plan goals by coordinating:

- Informal supports including connecting with family, friends and other community groups or networks;
- Mainstream supports, working with other sectors that have a responsibility to support NDIS participants including Health (hospitals), education (schools & TAFE), housing, and justice
- Funded supports including funding for services outlined in a person's NDIS Plan and liaising with service providers to deliver these supports.

The Psychosocial Recovery Coach provides specialised capacity building supports to people with a psychosocial disability, through strong and respectful relationships and skilled coaching. This role supports people to increase their independence and social and economic participation, and assists participants to take more control of their lives and better manage the complex challenges of day to day living.

This role requires a very sound knowledge and understanding of the Principles and Practices of the National Framework for Recovery-Oriented Mental Health Services and brings specialist knowledge and skills in Psychosocial Recovery, Mental Health and navigating the Mental Health System

This position works to a standard consistent with the guidelines set out by the National Disability Insurance Agency (NDIA).

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### NDIS Psychosocial Recovery Coach

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## 2. Scope

**Budget:** Nil

**People:** Nil

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## 3. Relationships

### Internal

- Support Coordinators
- Customer Service Hub
- Senior Manager AOD, Mental Health & Disability
- Wimmera Leadership Team

### External

- NDIS participants
  - People who support the participant
  - Mental Health and Disability providers and mainstream agencies including Health, Education, Justice & Housing
  - Local Area Coordinators (LACs)
  - National Disability Insurance Agency (NDIA)
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## 4. Key Responsibility Areas

### Service Delivery

- Assist NDIS Participants (Participants) to identify and plan strategies to achieve their personal goals within a person-centred, recovery-focused framework.
- Work equitably with Participants with respect to each individual's right to dignity, privacy, independence and respect.
- Support clients to implement their NDIS plan to maximise the value for money they receive from their supports.
- Ensure clients choice and control through assisting and coaching participants on how to utilize the NDIS participant portal to make the service bookings and changes.
- Develop trusting, positive and professional relationships with Participants and service providers.
- Provide information to Participants and advocates when necessary to facilitate access to community services and facilities.
- Support participants in facilitating their independence by enabling empowerment, choice and control, and the promotion of personal resilience and social inclusion.
- Support participants to ensure informed and timely NDIS plan implementation, utilization and review
- Work with participants to adjust their NDIS plan budget and supports where there is a change in support needs, including initiating a NDIS plan review, where needed
- Works collaboratively with participants, their families, carers and other services to assist clients design, plan, implement and review their recovery plan
- Coach participants to develop and/or increase recovery skills and personal capacity, including motivation, strengths, resilience and decision-making
- Develop recovery-enabling relationships, based on hope
- Liaise regularly with the Customer Service Hub.

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#### Reporting and Administration

- Complete administration tasks, including entering accurate case notes in a timely manner and maintaining files and statistics as directed.
- Complete regular progress reports within required timeframes.
- Ensure that Service Agreements and Service Bookings are completed as appropriate
- Undertakes other duties and functions as directed, commensurate with current level of skills and classification

#### Legislative and Policy Compliance

- Operate within relevant legislation, and NDIA policies and guidelines, NDIS practice standards and NDIS Code of Conduct.

#### Teamwork and Development

- Work collaboratively with other Support Coordinators within the team.
- Actively participate and engage in team meetings and initiatives.
- Assist with problem solving and addressing any emergent issues.
- Identify any communication or workflow issues and makes suggestions for improvement.

#### Community Engagement and Education

- Conduct community presentations to raise awareness of the NDIS, including people with a disability in mainstream supports.
- Liaise with carers, families and significant others involved in providing care, including specialist generic agencies and other mainstream service providers.

#### Personal Accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position.
- Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and/or young people.

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## 5. Performance indicators

- Attract and retain NDIS Psychosocial Recovery Coach and/or Support Coordination participants.
- Achievement of NDIS Participants' goals.
- Customer satisfaction measures.
- Use of on-line systems to track and record performance data.
- Other key measures developed by Uniting, the NDIA or other key stakeholders.
- Achievement of 70% billable hours.

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## 6. Person Specification

### Qualifications

- Tertiary qualifications in Social Work, Psychology, Occupational Therapist, Counselling
- Minimum Certificate IV in Mental Health or Mental Health Peer Work or similar

### Lived Experience Recovery Coach

- Minimum Certificate IV in Mental Health Peer Work or similar training, and/or
- Two years of experience in mental-health related peer work

### Recovery Coach (no lived experience)

- Minimum Certificate IV in Mental Health, Community Services, other related health fields or similar training, and/or
- Two years of experience in mental-health related work

### Experience

- Minimum 2 years' experience working in the Mental Health Sector and/or Lived experience

### Core selection criteria

#### Values alignment

- Ability to demonstrate and authentically promote Uniting's values

#### Knowledge

- Demonstrated knowledge and understanding of psychosocial disability and recovery, including trauma-informed practice, supported decision making and family inclusive practice
- In-depth knowledge of available services and resources, including local and web-based supports
- Sound knowledge and understanding of the Mental Health Recovery Model.
- Understanding of the principles that underpin mental health recovery support.

#### Communication and Interpersonal Skills

- Demonstrated ability to engage with participants to build a trusting coaching relationship that motivates and builds capacity to problem solve, review progress, reflect and learn, and provide elicited feedback
  - Demonstrated understanding of the episodic nature of mental illness
  - Lived experience recovery coach: Demonstrated ability and willingness to use lived experience of mental ill-health and recovery to provide support and enable recovery
  - Excellent written and oral communication skills.
  - Demonstrated ability and willingness to work in a competitive market environment where required to meet targets.
  - Demonstrated ability to prioritise duties and work with limited direction.
  - Demonstrated ability to empathise with people with a disability and their families/carers.
  - Knowledge of MS Word, Excel and other online client reporting systems
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## 7. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

**Position Description**  
**NDIS Psychosocial Recovery Coach**

This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.

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**8. Acknowledgement**

**I have read, understood, and accepted the above Position Description**

**Employee**

Name:

Signature:

Date: