

Position title	Residential Program Worker
Location	GROW Community / West Hoxton NSW
Reports to	Program Coordinator
Direct Reports	No direct reports
The primary purpose of the position	<ul style="list-style-type: none"> • Animate, activate, and inspire recovery of Residents by utilising GROW Program and recovery principles • To ensure the safety and wellbeing of residents • Contribute constructively and respectfully to the local teams • Promote Grow to the wider community • Contribute to the growth and development of GROW • Staff Team

ABOUT GROW

GROW is a national community-driven organisation specialising in mental health support developed from the lived experience of recovery. Our programs are designed for people to take back control of their lives, overcome obstacles and start living a life full of meaning, hope and optimism. GROW offers the opportunity for people to share challenges and solutions for recovery in a supportive and structured way within the context of a caring, sharing community.

Our Vision

GROW is the premier provider of intentional peer to peer support to promote hope, mutual help, and recovery for good mental health for people throughout Australia.

GROW Mission

To enable people and communities to grow, recover and maintain good mental health.

Our Values

Personal responsibility, Personal value, Mutual respect, friendship and Community.

Key Accountabilities and Responsibilities

Program Support Delivery	<ul style="list-style-type: none"> • Provide the highest standard of service to GROW participants • Work with residents using the GROW 12-Step Program, individual contracts and compliance with prescribed medication • Attend and/or facilitate groups and activities and ensure they operate efficiently, safely, and effectively • Encourage and develop personal leadership in community residents • Work with residents, enabling them to reach their full potential and recover • Provide support and training to residents in the GROW program • Be flexible and responsive and work in a team environment • Provide support to individual residents as their key worker • Contribute to a therapeutic community and support the physical and mental wellbeing of community member
Internal Systems & Processes	<ul style="list-style-type: none"> • Work within financial delegations • Work within budget constraints • Ensure all resident’s files (including case notes, handover and progress reports) are accurate, completed and saved on SharePoint • Comply with GROW Policies and Procedures and guidelines • Ensure that work complies with guidelines and standards of GROW, funder and professional body
Relationship Management	<ul style="list-style-type: none"> • Create a positive image of GROW through your actions and attitudes • Receive complaints and work with management to address • Ensure a positive and respectful behaviour and community with all residents that demonstrate their value to contribute to positive outcomes

	<ul style="list-style-type: none"> • Ensure positive working relationships with other staff and open communication with staff and residents
Safety	<ul style="list-style-type: none"> • Ensure a safe environment for all residents, staff and visitors • Ensure all workplace health & safety regulatory requirements & operational standards are followed • Champion the importance of every person’s physical, mental and emotional well-being • Lead by example in attention to safety • Manage personal health to ensure fitness for work • Ensure that preventive and breakdown maintenance issues are appropriately identified, and reported to the Manager • Ensure that all incidents, accidents, injuries, assaults, and complaints are reported and appropriately documented following GROW Policy and Procedures • In conjunction with the Manager, maintain physical resources and equipment for safe operation

Corporate Responsibilities:

1. Comply with all relevant legislation, regulations and policies and procedures, including Code of Conduct and workplace health and safety standards.
2. Work within delegations of position.
3. Maintain confidentiality of information of GROW members, carers and GROW.
4. Demonstrate high standards of personal and professional behaviour.

Competencies and Mandatory requirements:

1. Cert IV in mental health/alcohol and/or other drugs.
2. Knowledge and understanding of GROW 12-Step Program or ability to acquire that knowledge.
3. Experience in or demonstrated ability to participate and contribute to a vibrant, caring team.
4. A high level of verbal, written and interpersonal communication skills.
5. Intermediate skills in Microsoft Office Suite and the ability to learn further computer programs as required.
6. Experience in the development of strong working relationships with stakeholders.
7. Demonstrated ability to work independently in planning, managing, and delivering services using proper time management and working within the budget.
8. Demonstrated ability to manage time effectively and carry tasks through to completion.
9. Demonstrate an understanding of continuous quality improvement systems.

Additional mandatory requirements:

1. A Police Certificate is required in accordance with relevant legislation and GROW policy. Where applicable, additional state-based screening may be required.
2. Current Driver’s License.
3. Current First Aid Certificate.
4. Evidence of Australian citizenship or current working visa.

EMPLOYEE DECLARATION

I have read and understood that the statements are a description of the functions assigned my position.

Click or tap here to enter text.		Click or tap to enter a date.
Applicant/ Employee Name	Signature	Date