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

## 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 Responsibility

| KEY ACCOUNTABILITIES                     | RESPONSIBILITIES   |
|--|--|
| <b>Service Delivery</b>                  | <ul style="list-style-type: none"> <li>• Provide the highest standard of service to Grow participants.</li> <li>• Work with residents to progress using the Grow Program, individual contracts and compliance with prescribed medication.</li> <li>• Attend and/or facilitate groups and activities and ensure they operate efficiently, safely and effectively.</li> <li>• Encourage and develop leadership in community residents.</li> <li>• Work with residents, enabling them to reach their full potential and recover.</li> <li>• Provide support and training to residents in the Grow program.</li> <li>• Be flexible and responsive to meet the needs of the team and the demands of the operations of the service.</li> </ul> |
| <b>Leadership</b>                        | <ul style="list-style-type: none"> <li>• Work within delegations of position.</li> <li>• Maintain confidentiality of information about Grow members, carers, and Grow.</li> <li>• Demonstrate high standards of personal and professional behaviour.</li> </ul>  |
| <b>Compliance and Quality Management</b> | <ul style="list-style-type: none"> <li>• Work within budget constraints.</li> <li>• Ensure all resident documentation is accurate, legible, objective and timely.</li> <li>• Ensure that work complies with guidelines and standards of Grow, funder and professional body.</li> <li>• Comply with all relevant legislation, regulations and policies and procedures, including Code of Conduct and workplace health and safety standards.</li> </ul>  |

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| <b>Relationship Management / Stakeholder Engagement</b> | <ul style="list-style-type: none"> <li>• Create a positive image of the Grow through your actions and attitudes.</li> <li>• Receive complaints and work with management to address them.</li> </ul> |
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**Core Competencies from GROW Competency Framework**

Demonstrated strong understanding and practice of Grow Program or willingness to develop.

- Demonstrated knowledge of recovery-orientated systems for mental health.
- Demonstrated experience in drug and alcohol rehabilitation.
- Demonstrated ability to develop and lead a vibrant caring team within Grow.
- Demonstrated a high level of verbal, written and interpersonal communication skills.
- Demonstrated ability to use your lived experience with mental illness and life’s challenges in your approach to your role and interaction with staff and Grow participants.
- Demonstrated ability to manage time effectively and carry tasks through to completion.
- Demonstrated understanding of continuous quality improvement.
- Experience in working with and maintaining strong relationships with other providers, referrers and key stakeholders.