

Position Description	
Position Title:	Intensive Care Coordination Counsellor
Award:	Social, Community, Home Care and Disability Services Industry Award 2010
Classification:	Social and Community Services Worker Level 5
Tenure Status:	Ongoing, subject to funding
Hours of work:	28 hours per week (4 days) to be worked between the hours of 9.30am and 5.00pm. Hours or days of work may be varied temporarily or permanently due to operational requirements, funding agreements and/or service delivery demands.
Position Location:	PANDA's North Fitzroy Office
Position Statement:	This position is responsible for the provision of targeted care coordination, risk management, counselling, information, support and referral services in PANDA's <i>Intensive Program</i> .
Reports to:	<i>Intensive Program Team Leader</i> and ultimately <i>National Helpline and Programs Manager</i>
Supervisor to:	No supervisees
Collaborates with:	All members of PANDA's staff and PANDA's Volunteer Telephone Support Workers.
Conditions of Recruitment:	Police check, referee check and interview against selection criteria.

Organisational Context:
<p>PANDA's Vision A community where perinatal depression and anxiety are recognised and the impact on women, men and their families is minimised.</p> <p>PANDA'S Mission To reduce the impact of perinatal anxiety and depression - through information, awareness raising and services.</p>

Key Responsibilities
<ul style="list-style-type: none"> • Provide ongoing services to families in PANDA's Intensive Care Coordination Program; incoming and outgoing calls and emails related to targeted care coordination, telephone counselling and case management. • Conduct caller needs evaluation and risk assessment according to PANDA's specialist perinatal Biopsychosocial and Risk Framework, practice models, policies and procedures. • Provide education for callers regarding perinatal anxiety and depression. • Facilitate linkages with appropriate local referral pathways, support interventions and resources to maximise outcomes for recovery and family wellbeing. • Provide ongoing liaison and psychoeducation for health professionals regarding issues related to perinatal anxiety and depression. • Record and maintain caller records and statistical data. • Contribute to the development and maintenance of the Services Database through identification of gaps and available services, in accordance with PANDA's database policies and procedures. • Participate in supervision and reflective practice groups. • Contribute to ongoing improvement of service delivery.

Key Selection Criteria

Essential:

1. Tertiary qualification in Social Work, Counselling, Occupational Therapy, Psychology, Mental Health Nursing or a related field.
2. Minimum of 1 year post qualification experience (beyond student placements) including assessment of risk, care coordination, working with complex needs and undertaking crisis interventions and counselling.
3. Demonstrated experience in relevant care coordination or case management (e.g. mental health, family services).
4. Experience and confidence in advocating with services and health professionals for person centred recovery outcomes.
5. Previous experience in telephone counselling or understanding of the unique aspects of telephone-based service provision.
6. Demonstrated high level of computer literacy including use of databases and data collection software.
7. Excellent time management skills and demonstrated capacity to use initiative and prioritise competing demands within a busy telephone-based context.
8. Sound understanding of the Australian mental health system.
9. Commitment to cultural awareness and competence in service provision with CALD and Aboriginal communities.
10. Commitment to accessing and utilising supervision to maximise positive caller outcomes and ensure ongoing professional development.

Desirable:

1. Understanding and knowledge of the emotional and mental health needs of new parents and infants specifically related to perinatal anxiety, depression and other mental illnesses.
2. Demonstrated knowledge of best practice in Helpline services.

Personal Attributes:

1. Excellent interpersonal skills including warmth and compassion.
2. Ability to work autonomously, take direction, and contribute as a valued member of the team.
3. Highly developed organisational skills and strong detail focus.

Conditions of Recruitment:

- Application and interview against selection criteria and appropriate referee checks.
- Appointment to this position is dependent upon successful completion of a relevant criminal history record check.
- The successful applicant must abide by the PANDA code of conduct, policies and procedures.
- The successful candidate must have the right to work in Australia.

Salary Package:

- This position is paid in line with SCHADS Award Level 5, Salary range approx. \$71,886-\$77,577 (pro rata)
- 9.5% Superannuation
- Generous Salary Packaging available
- 17.5% annual leave loading

October 2018