



Position Description

Position Identification			
Position Title:	Community Connector		
Direct Reports	NIL	Indirect Reports:	NIL
Position Number: (from HRIS)	PD1529	Effective Date:	11 May 2020
Location:	Merri Central, Brimbank, and other worksites as required		
Scope of Practice:	Community Connector		
Delegation of Authority:	Refer to Delegation of Authority Policy		
Agreement/Classification *For HR use only	Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2017 <ul style="list-style-type: none">SACSE Level 4 (translated to Social Worker II)		
Organisational Context			
Divisional:	Aged and Primary Care		
Program:	Stepped Care for older adults	Unit:	Aged and Primary Care
Organisational Chart	<div><div>Aged and Primary Care Manager</div><div>Stepped Care for Older Adults team Leader</div><div>Community Connector</div></div>		
Position Summary			
<p>Operating throughout the communities of Darebin, Moreland, Brimbank and Melton Stepped Care for Older Adults (SCOA) program, is an innovative pilot program for adults 65 years and over* with mild to moderate mental illness or who are at risk of developing a mental illness.</p> <p>This Community Connector is part of a multidisciplinary team and will undertake general duties as directed to provide appropriate and client centred connections within the community. These duties include, but are not limited to: assisting eligible community members within a Stepped Care framework, planning and co-facilitating social groups and activities, community events, and providing administrative support to the program.</p> <p>They will also undertake the following:</p> <ul style="list-style-type: none">Clinical triageGoal directed care planningCare coordination (referral to the mental health and physical health components of SCOA as well as external services where appropriate)Mental state examination <p>*50 years and over for Aboriginal and Torres Strait Islander people</p>			



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Position Accountabilities

Responsibilities

Community Connections

- Develop Goal Directed care plans to ensure individual, physical and emotional needs of clients are met
- Provide 1:1 support at home and/or in the community to assist the client to develop skills to connect to their immediate and wider communities. This may be through participating in groups, social activities, and the use of public transport.
- Complete client Mental State Examination (MSE) and community connection assessment and develop a goal directed care plan.
- Plan and deliver activities, including one on one and group work towards the long term objective of the program and monitor client progress
- Act as the single point of contact within the team for consumers and their families/carers
- Build strong relationships with consumers and their family/carers
- Actively monitor and track the progress of service provision
- Actively learn and understand the specific needs and preferences of the consumer and their families/carer
- Develop and maintain strong formal service networks with providers to ensure responsive and effective service provision to consumers
- Coordinate care as appropriate by communicating and advocating for the consumer and their family/carer with the team and external service providers
- Refer to mental and physical health components of the SCOA program
- Maintain comprehensive and up-to-date records and case notes in the case management system, ensuring case notes and other client information is recorded according to service standards and practices
- Participate in case conferences
- Contribute to policy and process development to ensure best practice approaches are implemented in supporting clients
- Uphold standards of care and safety and work collaboratively within the multidisciplinary team

Clinical Triage Role

- Screen all referrals to ensure they meet program eligibility
- If not eligible, inform referrer and assist with linking to a more appropriate service
- If eligible, complete triage assessment to confirm details of the client, reason for referral, consent to share information
- Determine which SCOA component the client requires and any mental and physical health risks. Discuss management of any acute risks with team leader and/or in the case conference setting.
- Answer triage enquiries and provide information to community agencies, GPs, families, carers, etc.
- Book clinician appointments and interpreters, and other triage duties as required

Other Duties:

- Maintain and enhance professional knowledge and technical skills by keeping up to date with new developments and relevant trends
- Ensure compliance with all relevant legislation, funding guidelines, service standards, scope of practice and contractual obligations
- Contribute to the achievement of internal targets and assist in the provision of ongoing reports as well as supplying outcome and contact data
- Undertake any reasonable additional tasks as directed by Merri Health
- Provide advice to team leader in regards to the programs' operational function and



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	outcomes
Safety and Risk	<p>Occupational Health & Safety (OHS)</p> <ul style="list-style-type: none"> All employees have a duty to take reasonable care for the health and safety of themselves and others affected by their actions at work, and to comply with Merri Health's OHS Frameworks. <p>Physical Inherent requirements (PIR)</p> <ul style="list-style-type: none"> Involves sedentary tasks requiring a low level of physical activity and alternation between seated and standing positions Incorporates computer based activities, where employees are required to maintain a slight to moderate degree of cervical flexion for periods of several minutes at a time, occasionally sitting for periods in excess of 20 minutes Sound upper limb joints, with the ability to withstand repetitive upper limb activity May be required to occasionally lift and carry items weighing up to 10kgs <p>Quality & Risk</p> <ul style="list-style-type: none"> Actively participate in the risk management process including identification and analysis, control of deficiencies and escalating where required. Understand and implement accreditation standards that apply to team and organisation Participate in quality and accreditation self-assessment(s) and support implementation of agreed improvements Support staff to understand and apply new and changed policies and procedures. <p><i>Merri Health is an equal opportunity employer and committed to ensuring a safe environment for children and young people. We encourage individuals of diverse backgrounds including but not limited to those from the Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse, the GLBTIQ community and those living with a disability to join our workforce.</i></p>
Capabilities	<p>All employees are expected to align their behaviours and utilise capabilities (or 'soft skills') in line with our organisational values and the level of responsibility of the position. The capabilities for this position can be found within Merri Health's Capability Matrix.</p>
Key selection criteria	
Essential	<ul style="list-style-type: none"> Tertiary Qualifications in Social Work or significant experience An understanding of client centered and community health principles An understanding of the impacts of mental illness and/or chronic disease, loneliness and social isolation Demonstrated capacity of working independently as part of a multidisciplinary team A commitment to providing high level of care delivery within a recovery model Demonstrated ability to foster and maintain relationships with internal and external stakeholders, and to relate to and work effectively with a diverse range of individuals and communities Excellent communication (written and verbal) and interpersonal skills Sound working knowledge and understanding of diversity inclusive and person-centred practices Computer literacy and administration skills
Desirable	<ul style="list-style-type: none"> Knowledge of care provision within the Community Health and/or Aged Care sector
Checks, Licences and Registration	<ul style="list-style-type: none"> National Police check Working with Children's check



Merri Health

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	<ul style="list-style-type: none">• Current full or probationary drivers licence• Qualifications and Professional registration• Statutory Declaration• Immunisation Category A
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