

## Position description

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# Aboriginal Community Care Coordinator

Aboriginal and/or Torres Strait Islander Identified Position

## Section A: position details

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Position title:	Aboriginal Community Care Coordinator
Employment Status:	Full Time
Classification and Salary:	CSD Level 3 from \$73,434 - \$79,010 pa dependent on skills and experience
Location:	Neami Hurstville – The Way Back Support Service
Hours:	Between Monday to Friday 8:30am – 5:00pm
Contract details:	Maximum Term Contract until 30 June 2022

## Organisational context

Neami National is a community-based recovery and rehabilitation service supporting people living with mental illness and psychiatric disability to improve their health, live independently and pursue a life based on their own strengths, values and goals.

We provide services in more than 50 locations, ranging from the inner-city and suburbs to regional and remote parts of Australia.

Our vision is for full citizenship for all people living with a mental illness in Australian society. Our mission is to improve mental health and wellbeing in local communities across the country.

We believe that recovery is an individual process and that with the right kind of support everyone can live a life based on their own strengths, values and goals for the future.

We use an approach called the Collaborative Recovery Model (CRM) to support people through our services. The CRM assists individuals to identify their personal strengths and values, to set goals and then helps them make progress towards achieving them.

As an organisation based strongly on our mission, vision and values, Neami is committed to demonstrating the highest standards of safety and quality across all of our services. Neami views quality, safety and clinical governance activities as key components of the role and responsibilities of all staff and an essential process in the provision of safe and high quality support services to participants.

We are a smoke free organisation.

## Program Overview

Neami National has been commissioned by the Central and Eastern Sydney PHN (CESPHN) to deliver The Way Back Support Service (TWBSS).

The Way Back Support Service is an aftercare service for people who have attempted suicide or experienced a suicidal crisis and have presented to hospital.

Neami National delivers TWBSS in partnership with the following hospitals; St Vincent's Hospital (SVH), South Eastern Sydney Local Health District (SESLHD) Prince of Wales Hospital, St George Hospital, and Sutherland Hospital and Sydney Local Health District (SLHD) Royal Prince Alfred Hospital, and Concord Hospital.

All hospitals have identified a need for a comprehensive after care support service to assist with the transition from hospital to community-based care, and reduce the risk associated with previous suicide attempts/hospitalisation, which are shown to be highest immediately after attempt/hospitalisation, and up the 12 months.

TWBSS offers one-on-one, non-clinical support, between 1 to 3 months in line with a stepped care approach to wellness and recovery. The service includes facilitating participants' connection to appropriate clinical, psycho-social and social services, through promoting social connectedness, wellbeing, and encouraging help seeking behaviours to build capacity in managing stressors.

Each hospital has a Way Back Project Officer (WBPO) to oversee the referral from hospital to community-based support, to TWBSS at Neami National Sydney Team, comprising of compassionate and appropriately skilled Community Care Coordinators (CCCs), which include people with lived experience of suicidality, and experience of Aboriginal Culture and Community.

## Position overview

This is an Aboriginal and Torres Strait Islander identified position. The Aboriginal Community Care Coordinator will provide support and care coordination to Aboriginal and Torres Strait Islander peoples (also non-Aboriginal and Torres Strait Islander peoples) referred to the Way Back Support Service following a suicide attempt or crisis. Your connection to the community and culture, with the implicit understanding of how to support people within their kinship relationship of family, friends and land will be valuable in this role.

Aboriginal Community Care Coordinators work with the Service Manager and the hospital project officers to provide care coordination for people referred by the hospital partners following a suicide attempt. They are responsible for delivering individual support and care coordination to assist individuals to make positive lifestyle choices and decision making to prevent further suicide attempts, within the context of culturally appropriate support coordination.

The Aboriginal Community Care Coordinator will:

- Provide outreach support for up to three months, determined by individual need
- Develop a multi-agency care and safety plan with individuals
- Provide one-on-one service navigation, coordination and guidance to establish and maintain clinical and social networks to support recovery
- Provide individual support underpinned by the collaborative recovery model (CRM), the Neami Wellbeing program, trauma informed practice and in a culturally responsive manner
- Establish a strong therapeutic alliance ensuring continuity of care, including engagement with the individuals GP, or in the case where there is not a regular GP, linking them with one
- Engage the persons support network, providing resources and culturally appropriate support where required
- Provide a three month follow up as required to ensure people remain linked with their appropriate health network to facilitate ongoing care

Furthermore, Community Care Coordinators at Neami National function within a collaborative team approach and are supported by regular opportunities to reflect upon their practice and access comprehensive training and development.

## Period of employment

Maximum Term Contract until 30 June 2022, subject to a 6-month probationary period (where applicable).

## Accountability

The Aboriginal Community Care Coordinator is accountable to the Service Manager.

## Conditions of employment

The terms and conditions of employment will be in accordance with the Neami National Employment Agreement CSD Level 3 from \$73,434 - \$79,010 pa pro rata dependent on skills and experience.

A number of benefits are available to staff, including generous salary packaging with rewarding Not for Profit fringe benefit tax exemptions.

The position will only be open to Aboriginal and/or Torres Strait Islander applicants. Neami considers that being Aboriginal or a Torres Strait Islander is a genuine occupational requirement for this position under section s 14 of the Anti-Discrimination Act 1977 (NSW).

Core requirements prior to any offer, or commencement of employment:

<b>Police check</b>	Criminal record checks are mandatory for all new appointments. Neami National will cover the cost of an Australian check. Where a new employee has lived outside of Australia for 12 months or more within the last 10 years, the cost of an International check will be borne by the applicant.
<b>Working with Children check</b>	A valid NSW Working with Children check must be supplied by all new employees (employee responsibility).
<b>Car licence</b>	A valid Australian driver's licence (P plate or above) must be supplied by all new employees.
<b>Right to work within Australia</b>	You must maintain a right to work in Australia, in the position and location of employment during your employment with Neami. You must comply with all terms of any such grant of a right to work in Australia.

## Section B: key responsibilities

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### Suicide prevention focus

- Provide one-on-one service navigation, coordination and guidance to establish and maintain clinical and social networks to support recovery following a suicide attempt,
- Initiates, coordinates and supports the planning, development and implementation of suicide prevention activities with participants.
- Works in partnership with relevant government and non-government service providers and community groups to support participants in creating a support network and prevent re-presentation to ED, PECC/SSSU, and MH units
- Deliver service responses within the broader suicide prevention Way Back Service Delivery framework

## Provide direct support and rehabilitation to participants within their community

- Engage participants and develop trusting, trauma informed, culturally appropriate, professional relationships
- Assist people to participate in the cultural life of the community by supporting them to develop interpersonal skills
- Using a strengths-based approach to complete the Way Back Service Delivery tools and assessments, and work collaboratively with participants to identify their goals and develop safety plans and care plans to meet those goals
- Work within a holistic framework taking into account the needs of participants, community, family, carers, and other members of their community in order to ensure meaningful outcomes that assist with safety and reduced risk of suicide.
- Follow all OH&S procedures to ensure safe work practices especially in the area of safety in outreach work

## Participate fully as a team member

- Using the team approach to support work, cooperate closely with team members in order to ensure continuity of care and provision of a comprehensive service to participants.
- Actively participate in reflective practice through team meetings, decision-making processes, service planning session, supervision and staff development activities
- Assist the team to further develop best practice, review and develop policies, and project submissions
- Assist the team to regularly evaluate the effectiveness of the service in consultation with participants
- Support Neami National efforts in reducing our impact on the environment and work towards a sustainable future

## Working with community partners

- Seek to learn about the participants interests, their connections with family and friends and work together with participant to build their capacity to be part of their community
- Involve carers, family and friends as identified by the participant in their individual service plans, based on consent provided.
- Work closely with the participants primary clinician to deliver the best possible comprehensive service to meet their needs, and to empower self-efficacy in managing their health and wellbeing subsequent to TWBSS.

## Maintain records and resources

- Ensure records management obligations are met, including the proper retention of hardcopy and/or electronic records and ensuring files are accurate and up-to-date
- Collect, collate and maintain data on participant contact
- With team members collect information on community resources
- Regularly report to the Manager regarding achievement of work plan

## Section C: key competencies

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### Creating diverse staff teams

The values, skills, attributes and commitment of our staff are key to our success and reputation as a national mental health service that provides high quality support services to people living with a mental illness.

We are strongly committed to further developing and diversifying our work force as part of our strategic directions.

We celebrate multidisciplinary teams and value the rich skills and experiences brought by applicants from a range of sectors and professional backgrounds.

Further depth is brought by those from diverse cultural backgrounds, Aboriginal staff, and those with lived experiences of mental illness and recovery, all of whom are strongly encouraged to apply for any roles that match their skills and interest.

The following competency criteria will inform our selection decision:

### Essential Skills, Knowledge and Attributes:

- Relevant qualifications (minimum Cert IV level or other relevant qualification in human services) and/or experience in mental health or suicide prevention work
- Experience and understanding of working with people with a mental illness, suicidality and/or deliberate self-harm
- Sound understanding of the personal, family, and social issues associated with suicidal ideation and attempts, including awareness of groups identified to be at increased risk of suicide
- Experience liaising with external service providers, including specialist mental health services, GP's and other community-based services and organisations.
- Computer literacy

### Desirable Skills, Knowledge and Attributes:

- Ability to work with partner agencies and organisations to strengthen community-based prevention and intervention initiatives
- Demonstrated interest and/or experience working with cultural and community groups known to be at higher risk of suicide (e.g. males, Aboriginal and Torres Strait Islander people)
- Experience working in/with a hospital system

### Adhering to principles and values

- Upholds ethical behaviour, consistent with values as characterised by honesty, fairness responsibility and hope
- Demonstrates integrity and credibility, and fosters open honest communication
- Demonstrates commitment to the organisation and its values

### Working with people and building relationships

- Adapts to the team and contributes to a positive team dynamic
- Listens, consults others and communicates proactively to address conflict

- Develops and openly communicates self-insight such as an awareness of own strengths and areas for development
- Clearly conveys opinions and information verbally
- Establishes respectful professional relationships that have clear boundaries with participants, staff and partner organisations
- Demonstrates an interest and understanding of others and relates well to people at all levels
- Gains agreement and commitment from others by engaging and gaining respect
- Promotes ideas on behalf of self or others and supports others to self-advocate
- Manages conflict in a fair and transparent manner

## Communicating and facilitating

- Speaks clearly, fluently and honestly to engender trust
- Demonstrates awareness of, and ability to regulate own emotional reactions
- Adapts communication style to meet the needs of others, and identifies changing needs within a group
- Engages a diverse range of people, and facilitates groups with skill and confidence
- Produces new ideas, approaches or insights when working with participants
- Describes the stages of recovery to facilitate a participant's understanding of the recovery journey
- Can creatively tailor group activities to engage and meet the needs of participants
- Uses self-disclosure in a purposeful, meaningful and safe way

## Planning, organising and problem solving

- Manages time effectively
- Sources and organises resources required for a task
- Is accountable and proactive about reviewing progress and outcomes
- Appropriately follows instructions from others and understands and respects authority
- Exercises common sense in making judgments and seeks solutions to problems

## Adapting and responding to change, and coping with challenges

- Adapts to changing circumstances and responds to the reactions and feedback of others
- Adapts interpersonal style to suit different people or situations
- Shows respect and sensitivity towards diversity
- Deals with ambiguity, making positive use of the opportunities it presents
- Puts appropriate boundaries around personal issues
- Maintains a hopeful and positive outlook even during challenging times at work
- Demonstrates self-awareness and ability to reflect and handle feedback well and learn from it