

## Position Description

# Health Service Navigator

## Section A: Position Details

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Position Title:	Health Service Navigator
Employment Status	Part Time
Classification and Salary	CSD Level 3 from FTE \$73,434 - \$79,010 pa dependent on skills and experience
Location:	Toowoomba (working from home)
Hours:	Between Monday to Friday 8.30am to 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 consumers.

We acknowledge Aboriginal and/or Torres Strait Islander peoples and communities as the Traditional Custodians of the land we work on and pay our respects to Elders past, present and emerging. We recognise that their sovereignty was never ceded. Neami National is committed to cultivating inclusive environments for staff, consumers and carers. We celebrate, value and include people of all backgrounds, genders, sexualities, cultures, bodies and abilities. We are an environmentally conscious organisation.

We are a smoke free organisation.

## Health Service Navigator Overview

Health Service Navigator is a Neami service located in Ipswich and Toowoomba. The service assists General Practitioners (GPs), local Service Providers and consumers to access appropriate services and support during their mental health journey. Health Service Navigators provide coordination services and will support the implementation of the Darling Downs West Moreton PHN Mental Health Stepped Care approach.

Within the Stepped Care approach, a person will be matched to the intervention level that best fits with their current need. Staff of the service will also respond and support service delivery by identifying mental health needs and gaps, providing appropriate linkages and information about local support within their communities.

Health Service Navigator will play a key role in Darling Downs and West Moreton communities by providing initial information to consumers, whilst supporting and connecting GPs and Health Professionals with information. The Health Service Navigator has been funded by the Darling Downs West Moreton PHN as part of their Stepped Care suite of strategies. The staff team at Neami's Health Service Navigator program consists of a Service Manager and Health Service Navigators covering the Darling Downs, West Moreton, Scenic Rim and Lockyer Valley LGAs..

## Position Overview

Health Service Navigators primarily provide coordination of support at the individual consumer level to ensure that individuals get the right primary mental health care at the right time. Operating out of a central intake hub, Health Service Navigators provide individuals with the necessary information of the sorts of services available to support their identified needs and the possible waiting times for services and support programs. Where appropriate, Health Service Navigators may be required to provide targeted support to high risk consumers.

As well, Health Service Navigators are to work on a system reform level, supporting GP's, specialists and other stakeholders in referral pathways and processes within the Stepped Care Approach for consumers with severe and complex mental illness.

Health Service Navigators work as part of a collaborative team approach, 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.

## Accountability

Health Service Navigators are accountable to the Service Manager of the site.

## Conditions of Employment

The terms and conditions of employment will be in accordance with the Neami National Employment Agreement – Consumer Service Delivery Level 3: \$73,434 - \$79,010 depending on skills and experience.

A number of benefits are available to staff, including generous salary packaging with rewarding NFP fringe benefit tax exemptions.

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

- 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.
- Current Working with Children Check – required before commencement of work - Blue Card with Yellow Card Exemption or Blue & Yellow Cards (employee responsibility)
- 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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### Provide appropriate support and advice

- Receive and action incoming referrals
- Conduct initial contact and initial needs identification (including referral to crisis intervention services, where necessary)
- Undertake subsequent comprehensive assessments of consumers
- Conduct evaluation of referrals for eligibility and urgency; and case prioritisation
- Allocate eligible consumers and make appropriate referrals
- Manage and review waiting list as and when required, including waiting list management intervention which includes: call back, cross sector referrals, gathering additional information, application of telephone coaching including self-management advice and support
- Engage consumers and develop trusting and professional relationships
- Engage consumers, using the strengths-based approach of the Collaborative Recovery Model (CRM) protocols and the values and principles of this model
- Maintain accurate individual consumer files and data bases in accordance with the policies and procedures of Neami and the service agreement with the funding body. Promote the principles and practice of service coordination to ensure that consumers are at the centre of service delivery and receive a timely, coordinated response to their health and social needs. Build relationships with key mental health stakeholders across the sector
- Utilise a community development perspective to inform service mapping and building partnerships

### Participate fully as a team member

- Using the team approach work collaboratively with immediate team members and other Neami services in order to ensure continuity of support and consistency in the comprehensive service to consumers
- 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 consumers
- Support Neami National efforts in reducing our impact on the environment and work towards a sustainable future

- Contribute and participate with management and colleagues in the development, implementation, monitoring and evaluation of the program

## Working with community partners

- Seek to learn about the consumers interests, their connections with family and friends and work together with consumer to identify the areas of need
- Participate in partnership meetings with other intake and assessment services

## Maintain records and resources

- Collect, collate and maintain data on consumer contact
- With team members collect information on community resources
- Regularly report to the Manager on outcomes and issues
- Follow all OH&S procedures to ensure safe work practices

## 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:

### 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 consumers, 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
- Manages conflict in a fair and transparent manner
- Manages disagreements and points of tension with tact and takes appropriate steps to deescalate where needed

## 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
- Demonstrated understanding of the mental health sector and the services provided by MHCSS

## 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

## In addition you will need:

- Tertiary qualifications in a relevant field such as human services, social welfare, social work, psychology or behaviour science and / or relevant experience in the mental health industry.
- Demonstrated skills and ability to coordinate services and supports for consumers and their family, including capacity building and partnerships.
- Sound knowledge of the Microsoft Office Suite (including email and internet) and proven experience working in a computerised environment.
- Current Australian driver's licence and own insured vehicle
- Ability to work from home office