

## P O S I T I O N   D E S C R I P T I O N

<b>Position Title</b>	Community Care Coordinator
<b>Reporting To</b>	Service Manager
<b>Employment Status</b>	Full Time
<b>Classification</b>	Consumer Service Delivery Level 3
<b>Team/Service</b>	The Way Back - Hurstville
<b>Direct Reports</b>	Not Applicable
<b>Date</b>	May 2021

### PROGRAM OVERVIEW

The WBSS is a non-clinical support service focused on providing practical psychosocial support to people experiencing a suicidal crisis or who have attempted suicide. Support is provided for up to three months, and targets those at highest risk through referrals following a hospital presentation from our partners hospitals, for after care support in the community and primary care settings within the CESPHN region.

The service will provide the right level of care and support in line with the individual's needs and choice, applying the stepped care approach and a focus on wellness and recovery.

The Way Back Support Service includes providing coordination and connection to appropriate clinical, psycho-social and social services, with a long term desired outcome as reduction in the incidence of suicide and suicide attempts after discharge in the CESPHN region.

### POSITION OVERVIEW

Community Care Coordinator – Lived Experience, will provide a range of rehabilitation and support to consumers, tailored to meet their individual needs. Neami National's work with consumers occurs within their own community of friends, family and neighbourhood. You will work closely with clinical case managers, hospital clinicians, general practitioners and other community partner organisations in order to deliver the best possible comprehensive service to consumers. 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.

Community Care Coordinators will 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 will be responsible for delivering individual support and care coordination to assist individuals to make positive lifestyle choices and decision making to prevent further suicide attempts. Community Care Coordinator -Lived Experience will:

## THE POSITION

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### ***Key position Responsibilities, Duties and Accountabilities***

- Provide outreach support for up to three months, determined by individual need
- Use your lived experience to assist engagement with consumers wanting to understand more about personal recovery
- 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
- 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, intervention and activities with consumers,
- Works in partnership with relevant government and non-government service providers and community groups to support consumers in creating a support network and prevent re-presentation to ED,
- Deliver service responses within the broader suicide prevention Way Back Service Delivery framework
- Engage consumers and develop trusting and professional relationships
- Provide direct practical support to consumers so that they gain/maintain independent living skills. This includes assistance by sharing skills in cooking, nutrition, personal care, budgeting skills, shopping, maintaining the home, utilising public transport
- Assist consumers to participate in recreation activities and the cultural life of the community by supporting them to develop interpersonal skills
- Engage consumers, using a strengths-based approach to complete a mental health status measurement and a needs assessment.
- Using The Way Back Service Delivery tools and assessments, work collaboratively with consumers to identify their needs, set goals and develop a plan to meet those goals
- Together with the consumer regularly monitor their progress towards their identified goals
- Work within a holistic framework taking into account the needs of consumers, family, carers and other members of the community in order to ensure tangible rehabilitation outcomes
- Follow all OH&S procedures to ensure safe work practices especially in the area of safety in outreach work

### **ORGANISATIONAL ACCOUNTABILITIES**

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- Act at all times in accordance with the Neami National code of conduct
- Work in accordance with Neami National policies and procedures, including adhering to policies on Privacy and Confidentiality and Records Management
- Follow safe work practices for self and others and comply with Neami National Occupational Health and Safety management processes

- Ensure risks are identified, reported, documented and appropriately managed in accordance with Neami Group policies to ensure safe and effective services.
- Proactively work towards achieving individual and team goals, whilst demonstrating Neami National core competencies and values
- Actively engage in Professional Development opportunities and embrace learning opportunities
- Take an active role in promoting and generating quality improvements processes within your area of responsibility and more generally across the organisation
- Have a commitment to promoting a diverse and inclusive environment for all staff, consumers and carers.
- In addition to the position description accountabilities, all staff are expected to undertake any reasonable tasks as directed

## **THE PERSON**

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### **Experience, Knowledge, Qualifications, Skills and Attributes**

#### ***Essential***

- Relevant qualifications (minimum Cert IV level or other relevant qualification in human services) and/or experience in mental health or suicide prevention work
- 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)
- 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
- A Valid Working with Children's Check
- Australian Drivers Licence
- Australian Police Clearance

## **ACKNOWLEDGEMENT OF POSITION DESCRIPTION**

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This position description is current at date of approval. It may change from time to time to reflect operational needs and changes to organisational reporting relationships.

I have read, understood and accept the responsibilities and accountabilities as outlined above in this position description.