



Where mental wellbeing thrives

## Position Description Team Coordinator

*“Where mental wellbeing thrives”*

### Position Details

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<b>Position Title:</b>	Team Coordinator
<b>Position Level:</b>	Level 4
<b>Agreement:</b>	Flourish Australia Enterprise Agreement 2018
<b>Employment Type:</b>	In accordance with employment contract.
<b>Hours of Work:</b>	In accordance with employment contract.

### Position Summary

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Team Coordinators working in Flourish Australia’s mental health services support the manager to provide supervision and guidance to lower or similar classified employees and assist managers with overall program support. Team Coordinators also have a hands on role with frontline service delivery, working directly with people with a lived experience of a mental health issue in mental health contract programs and in NDIS programs.

A key feature of this role is to lead by example within the mental health services by taking a hands on approach to work and supporting and developing the skills of lower or similar classified staff. Team Coordinators achieve Flourish Australia’s vision by providing a high quality and responsive person led recovery-oriented and trauma informed service that best supports people to live in the community.

### About Flourish Australia

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Our name reflects our fundamental and enduring commitment to people’s mental health and wellbeing, supporting them to thrive and live a contributing life.

#### Vision

Flourish Australia’s vision is creating communities where everyone’s mental health and wellbeing flourishes.

#### Mission

Supporting people to flourish, believe in their future and their place in the community.

#### Values

Flourish Australia values hope, inclusion, partnership, diversity, integrity, respect, trust.

### Relationships and Authority

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Reports to: Manager.

Direct reports: Lower or similar classified employees.

External: Key external relationships may be with families and carers, Local Health District professionals, clinicians/GP’s, agents for Housing, NDIA, Primary Health Networks, Community Mental Health Service providers, and the broader community.

### Organisational Accountabilities

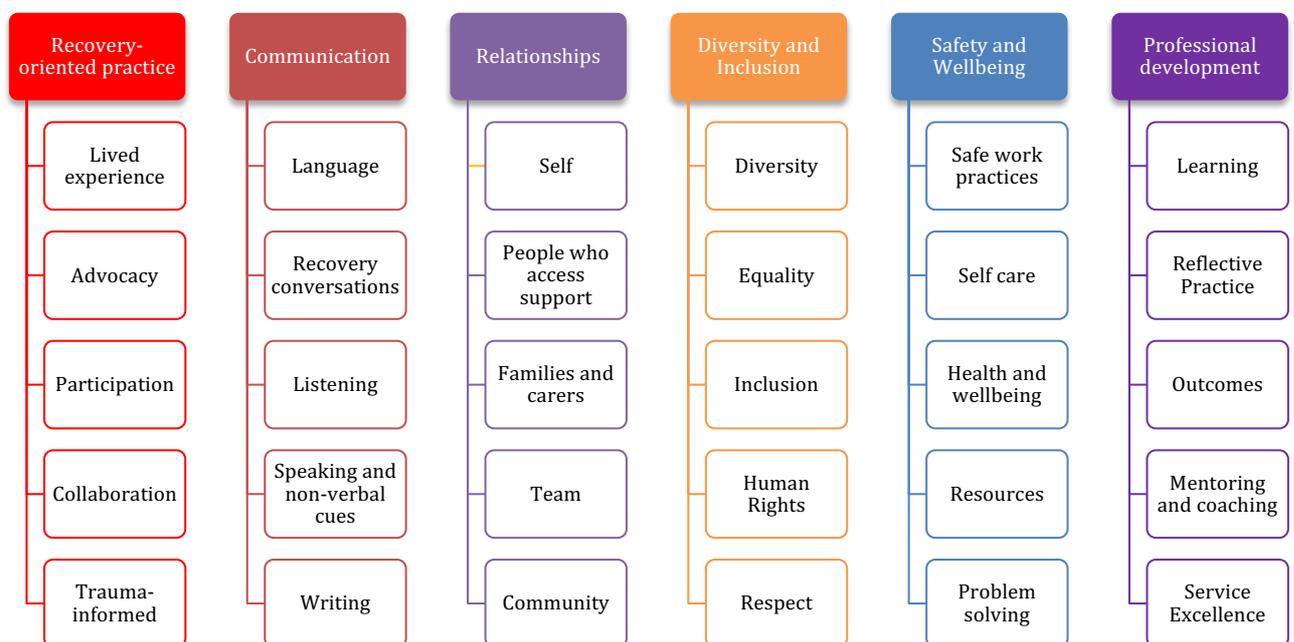
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- Abide by all Flourish Australia policies and procedures.
- Complete all mandatory training.
- Actively ensure the health, safety and wellbeing of themselves and others at work in accordance with delegated authority and whichever jurisdiction the position holder works in.
- Understand and abide by the Flourish Australia Code of Conduct and Ethics, and maintain a professional level of behaviour and conduct in the workplace at all times.

- Be responsible for engaging in discussion about, and helping to create and sustain, a culture of continuous quality improvement.
- Actively promote a 'no wrong door' approach.
- Work in a respectful manner with people accessing Flourish Australia's services, our partners and our internal and external stakeholders.
- Develop a good understanding of person led recovery-oriented services and personal behaviours, which inspire hope and facilitate the achievement of recovery goals.
- Promote positive community awareness of the services provided by Flourish Australia and generate an inclusive attitude in the community towards people with a lived experience of a mental health issue.
- Support skill development at every opportunity through self-directed learning, information and education.
- Identify possible organisational risks and adhere to the Risk Management Framework.
- Work to support and promote the vision, mission, and values of Flourish Australia.

### Key capabilities

Flourish Australia's Capability Framework enables staff to develop their career with Flourish Australia. The Capability Framework consists of six core Capability Domains, which are core to the work we do.



A seventh (7th) domain is provided for position-specific competency.

### Position demands/frequency

The following tables provide an overview of some of the common physical and psychosocial demands placed on all employees working in mental health.

#### Physical demands/frequency

Position demand	Frequency	Comments
Standing	Frequent	Continuous and repetitive throughout the work day.
Sitting	Frequent	Continuous and repetitive throughout the work day.
Crouching	Occasionally	May be required.
Kneeling	Occasionally	May be required.
Stooping	Occasionally	May be required.
Walking	Frequent	Continuous and repetitive throughout the work day.
Stair climbing	Occasionally	May be required (but depends on workplace)
Controls/fine motor skills <ul style="list-style-type: none"> <li>• Hand/arm</li> <li>• Foot/leg</li> </ul>	Frequent	Essentially, fine motor skills are required to perform activities of driving, operating computers and general cleaning support, as well as for administrative tasks.

Reaching (overhead)	Frequent	Continuous and repetitive throughout the work day in residential settings.
Driving	Frequent	Driving is a frequent activity performed by the staff in this role.
Lifting and carrying <ul style="list-style-type: none"> <li>• 2kg-5kg</li> <li>• 5kg-10kg</li> <li>• 10kg-15kg</li> <li>• &gt;15kg</li> </ul>	Frequent Frequent Occasionally Rarely	All lifting and carrying at Flourish Australia needs to be performed by the employee and the chance of delegating to others is small. Other major lifts include shopping, laundry baskets and clothing.

#### *Psychosocial demands/frequency*

Position demand	Frequency	Comments
Working with distressed people	Frequent	e.g. episodic or grief situations
Working with people who may have experienced trauma	Frequent	e.g. child abuse, history of violence
Exposure to distressing situations	Occasionally	e.g. self-harm, death
Working with unpredictable or aggressive people	Occasionally	e.g. drug and alcohol induced, episodic situations, visiting people's homes

#### **Key Tasks and Responsibilities**

- Support the manager to implement programs, policies and local procedures and also with the planning and coordination of a program or project (when required).
- Provide support with the development and maintenance of rosters.
- Within delegated authority, approve and sign NDIS service agreements.
- Support the manager to review and approve timesheets (depending on local need).
- Provide My Plan supervision and reflective practice with lower or similar classified employees.
- Provide day-to-day supervision and support of lower or similar classified employees.
- Ensure the services delivered to people accessing Flourish Australia are safe and of a high professional standard.
- Facilitate discussions regarding the individual needs and goals of each person accessing Flourish Australia's services and collaboratively develop, implement and monitor an individual plan that meets these needs.
- Encourage shared learning experiences, and support skill development at every opportunity through self-help, formal education, and through daily program delivery and shared group experiences.
- Support people to attend appointments of their choice, in the most independent way possible, especially when required by law (medical, vocational, mental health, tenancy).
- Encourage people to develop their skills in a wide range of areas that they are interested in which will meet their needs. These may include domestic skills, social skills, independence skills, and skills to enter education and/or employment.
- Ensure all aspects of service delivery are provided in consultation with the person accessing Flourish Australia's service and within a recovery framework.
- Ensure that individual support is provided to a person that accesses Flourish Australia services that meets their recovery journey goals and is strengths based and led by the person wherever possible.
- Be 'hands on' and involved in direct service delivery. A minimum of at least half the Team Coordinators' available time is expected to be worked hands on with people accessing the service.
- Be proactive in delivering services that are recovery focused and strengths based. Examples of specific direct service delivery tasks may include (but are not limited to) working with people accessing the service in:
  - Maintaining their home environment, and facilitating the rectification of any property maintenance needs.
  - Money management and budget skills, where appropriate, and if agreed to by the person.
  - Supporting the person to develop activities of daily living (cooking, shopping, cleaning, hygiene etc.) at the agreed level of participation based on individual needs.
  - Establishing access to social, educational, vocational, and leisure activities.
  - Facilitating participation in group activities, including accessing psychosocial education.
  - Supporting people to maintain and improve their physical health care needs.
  - If the person wants to, facilitate contact with family and friends, or reacquaint with family and carers and make new friends.
  - With the person's permission, make suitable referrals to support services so they can achieve their recovery goals.
  - Access Flourish Australia's services and attend appropriate meetings.
- Keep manager informed about issues and/or positive outcomes achieved by team members and the people we are working with.
- Consistently model a strong work ethic thereby earning ongoing respect for this important role.

- Have excellent knowledge of statutory and legal requirements and exercise this knowledge with lower or similar classified staff.
- Assist in the preparation and delivery of in-service training to other staff.

#### **Required Skills and Personal Attributes**

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- Be proficient with technology and have a good workable knowledge of databases.
- Obtain working knowledge of all Flourish Australia programs.
- Think creatively to solve problems and be people focused and work in partnership.
- Have advanced working knowledge of person led recovery-oriented practice.
- Have excellent interpersonal skills, be non-judgmental, be fair, patient, have willingness to listen, and display empathy.
- Substantial management and communication skills.
- Value diversity and be respectful at all times.
- Self-reflect and constantly review work practices.
- Be committed to professional and ethical conduct.
- Work independently (support is available if required on more complex matters) and as part of a team.
- Implement strategies to maintain personal wellness and request support (as required).

#### **Key Selection Criteria**

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*“Flourish Australia supports Affirmative Action. If two candidates present with suitability to a role, and one of those people has a lived experience, the person with the lived experience will be the preferred candidate.”*

#### *Essential:*

1. A relevant Certificate IV or above in a relevant field (as recognised by Flourish Australia).
2. At least 3 years experience working in the community in a mental health setting.
3. A strong commitment to, and advanced understanding of, recovery-based practice in the workplace.
4. Excellent knowledge of the local area and its health services and other community services.
5. A strong understanding of the challenges faced by people with a lived experience of a mental health issue.
6. Demonstrated experience in a similar role and in providing support and/or supervision to lower or similar classified staff.
7. Demonstrated knowledge Microsoft Office and advanced knowledge of data information management systems.
8. Maintain a current Australian Driver’s Licence.

#### *Desirable:*

1. A personal lived experience of a mental health issue.
2. A current First Aid Certificate.

All appointments with Flourish Australia’s Mental Health Services are subject to previous employment reference checks, Working With Children Check, satisfactory Australian residency status, National Criminal Record checks, and other background checks as required by different State legislation (e.g. Working with Disabilities *check* in QLD).

#### **Agreement**

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I, \_\_\_\_\_, have read and understand my obligations as a Team Coordinator with Flourish Australia as outlined in this position description.

I agree to abide by the Flourish Australia Code of Conduct and Ethics, and agree to read, understand, and abide by Flourish Australia’s policies and procedures.

#### **Team Coordinator**

Name		
Signature		Date:

***Nb: A signed copy of this position description must be returned to Human Resources.***