

Position description

Community Care Coordinator

Section A: position details

Position title:	Community Care Coordinator
Employment Status:	Full Time
Classification and Salary:	CSD Level 3 from \$74,253 - \$79,890 per annum (pro rata) dependent on skills and experience
Location:	Neami Seven Hills – The Way Back Western Sydney
Hours:	7 Day Rotating Roster
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). 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 are a smoke free organisation.

Program Overview

The Way Back Support Service (TWBSS) is a Beyond Blue initiative funded by the Western Sydney Primary Health Network (PHN), WentWest.

TWBSS is a non-clinical service focused on providing practical, psychosocial support to people who are experiencing a suicidal crisis or who have attempted suicide. Support is provided for up to 3 months, and targets those at highest risk through the receipt of referrals from our partners hospitals, community, and primary care settings within the Western Sydney 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 provides coordination and connection to appropriate clinical, psycho-social and social services, with a long-term desired outcome being a reduction in the incidence of suicide and suicide attempts after discharge in the Western Sydney region.

The role will be based in Seven Hills and will be able to utilise as satellite our offices in Merrylands and Lidcombe. The role may include attendance at hospital meetings in Westmead, Mt Druitt, Blacktown and Auburn from time to time.

People referred into the program will receive care coordination and support for up to 3 months, to ensure they are linked with primary care, specialist services and psychosocial supports as required. The program considers a person's social, emotional, mental, physical, occupational and spiritual needs and provides tools to help set priorities and work towards progress in their chosen areas.

Position overview

Community Care Coordinators 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 Mental Health Service Lead and Service Manager to provide care coordination for people referred the service following a suicide attempt and/or suicidal crisis. They will be responsible for delivering individual support to assist consumers to make positive lifestyle choices and decision making to prevent further suicide attempts. Community Care Coordinators will:

- Provide outreach support for up to 3 months, determined by individual need
- Develop a Safety Plan with individuals
- Undertake Support Planning to provide one-on-one service navigation and coordination and to establish and maintain clinical and social networks
- Administer Support Measures in accordance with the Service Model framework
- Provide individual support underpinned by the collaborative recovery model (CRM), the Neami Wellbeing program, trauma informed practice and in a culturally responsive manner
- Maintain accurate and timely consumer-related records
- 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 3 month follow up as required to ensure people remain linked with their appropriate health network to facilitate ongoing care

Period of employment

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

Accountability

The Community Care Coordinator is accountable to the Senior Practice Leader (Mental Health Service Lead) and Service Manager.

Conditions of employment

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

Police check	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.
Working with Children check	A valid NSW Working with Children check must be supplied by all new employees (employee responsibility).
Car licence	A valid Australian driver's licence (P plate or above) must be supplied by all new employees.
Right to work within Australia	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

Suicide prevention focus

- Provide one-on-one service navigation and coordination, in order to establish and maintain clinical and social networks following an individual's suicide attempt and/or suicidal crisis
- Initiate, coordinate and support the planning, development and implementation of suicide prevention, intervention and postvention activities with consumers
- Work 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

Provide direct support and rehabilitation to consumers within their community

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 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

Working with community partners

- Seek to learn about the consumers interests, their connections with family and friends and work together with consumer to build their capacity to be part of their community
- Involve carers, family and friends as identified by the consumer in the individual service plan for the consumer
- Work closely with clinical case managers in order to deliver the best possible comprehensive service to consumers

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 regarding achievement of work plan
- 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

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 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
- 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 consumers
- Describes the stages of recovery to facilitate a consumer'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