

POSITION DESCRIPTION

Position Title	Allied Health Worker
Reporting To	Service Manager
Employment Status	Full-time/Part-time, Maximum Term Contract
Classification	Health Professionals, Level 2
Team/Service	LifeConnect
Direct Reports	Not Applicable
Date	May 2021

PROGRAM OVERVIEW

Neami National has been commissioned by the Eastern Melbourne PHN to deliver suicide prevention services and activities. The program provides direct support to people postvention (bereavement counselling) and a suite of capacity building activities including group therapy, training and community debriefing.

POSITION OVERVIEW

As an Allied Health Worker, you will have a background in and be registered as an Occupational Therapist or Social Worker (i.e. AHPRA and AASW). Accreditation in mental health would be highly regarded.

You will work as part of a multi-disciplinary team, alongside Lived Experience Workers, Community Rehabilitation Support Workers and Service Manager to provide a range of capacity building activities and direct postvention support to individuals who have been impacted by suicide and are experiencing bereavement (including 1:1 counselling, group therapy and community debriefing). The Allied Health Worker will have a shared responsibility for overseeing the LifeConnect referral and intake process. The team will operate as a predominantly mobile workforce utilising Online technologies and community co-locations to provide the services. The LifeConnect team work within an efficient framework that effectively identifies individuals needs, their required supports and services and works closely with the relevant key stakeholders to link them in with an appropriate care team and support network.

The Allied Health Worker will also provide clinical consultation to other members of the team and work closely to build the capacity of the LifeConnect service to respond to the needs of the community. They will participate in the clinical governance of the program alongside the Service Manager and ensure risk and quality frameworks are implemented and maintained. They will work closely with the Service Manager to build connection and partnerships with key stakeholders and facilitate promotional activities where required.

Monthly external group supervision will be provided to the LifeConnect team to ensure their ongoing support and professional development in suicide prevention and postvention. Service Managers will provide monthly line management for the LifeConnect team and will support LifeConnect clinical staff to oversee program risk management.

THE POSITION

Key position Responsibilities, Duties and Accountabilities

Service Delivery

- Participate in a staff team who work together to achieve excellence in service delivery, within the available resources.
- Participate in a strong clinical governance culture within the team, where each practitioner takes responsibility for their own decision making and quality improvement activities, whilst supporting the clinical governance framework of Neami, including monitoring and evaluation to ensure Neami's internal audits and external accreditation requirements are met.
- Provide services that are consistent with Neami's Clinical Governance Framework.
- Work within the parameters of Neami's policies and procedures in addition to any professional codes of conduct.
- Actively contribute as a team member to the delivery of community capacity building activities and postvention service provision.
- Participate in the regular collection of service data which can then be used to evaluate outcomes and assist with the continuous improvement of the service.
- Ensure incident and critical incident reporting occurs in accordance with guidelines.
- Work and act independently within the parameters of the role, demonstrating professional autonomy and an ability to decide when it is appropriate to refer to the Regional Manager or other Senior staff for guidance.

Clinical Services

Providing clinical intake/assessment and postvention services including:

- Provide information about mental health and available services.
- Provide timely, coordinated, and reliable assessment and intake service that is sensitive to cultural, communication and cognitive needs
- Coordinate client therapeutic interventions and work in collaboration with the individual, family and external workers and agencies, including making internal and external referrals as needed and working alongside GP's.
- Support the continuity of care and information flow between individuals, staff and external workers and agencies.
- Provide individual clinical interventions including counselling and community debriefing.
- Facilitate wellbeing programs for men and other at-risk groups designed to introduce self-awareness and self-management skills across all social determinants of health.
- Provide evidence-based training and capacity building workshops to key stakeholders to reduce stigma surrounding suicide and promote positive, evidence- based help seeking behaviour

Partnerships and Community Engagement

- Establish strong operational partnerships with mental health services, primary health services, and other key stakeholders.
- Develop and maintain strong working partnerships with local community services to facilitate collaborative delivery of services.

Service Development

- Through service delivery and in collaboration with partners, staff and consumers identify service gaps and contribute to the development of appropriate solutions to address these gaps.
- Actively participate in the planning, implementation and evaluation of the LifeConnect Service.
- Support the service to be accessible to CALD and Aboriginal and Torres Strait Islander community members and contribute to the development and implementation of strategies to monitor and review the level of accessibility.
- Contribute to the development of policies relevant to the LifeConnect program (internally and externally) in line with Neami aims and objectives and contract requirements.

Participation within the Team

- Constructively participate in supervision, formally and informally with the Service Manager.
- Foster a learning environment by participating in reciprocal guidance and coaching with other staff to share discipline knowledge and develop and inform your own practice by drawing on the expertise and insights of other staff.
- Participate in an annual performance review.
- Actively participate in reflective practice through team meetings, decision-making processes, service planning session, supervision and staff development activities.
- Provide secondary consultation/clinical review opportunities to members of the team.
- Raise and seek to resolve any areas of conflict or dispute with other staff in an open, honest and respectful manner.
- Support Neami efforts in reducing our impact on the environment and work towards a sustainable future.

Relationship and Community Engagement

- Assist the Service Manager in the development or expansion of community engagement activities that promote reduction of stigma and increase wellbeing in the community.
- Identify and employ strategies to develop and maintain relationships and communication with external stakeholders, referrers and governing bodies.
- Sit as a member of community committees and networks as required.

Working with LifeConnect

- Demonstrated skills in the provision of high-quality assessments and interventions to resolve or ameliorate emotional distress of consumers.
- Facilitation of small and large groups of community members, delivering activities to introduce self-awareness and self-management skills across all social determinants of health.
- Demonstrated ability to effectively perform in an environment of change, to be creative when problem solving and work to timelines.

- Demonstrated understanding of the issues relevant to people impacted by suicide living in the community (including those from a CALD or ATSI background) and a strong commitment to consumer rights and their participation in their community.
- Possesses an understanding of the key issues affecting clients living in the community who are experiencing bereavement, grief and poor mental health and are struggling to access services.
- Has high level interpersonal skills, including the ability to communicate sensitively and effectively with clients, their families, friends and carers.
- Understanding of trauma informed care.

Maintain Records and Resources

- Collect, collate and maintain data on consumer contact.
- With team members collect information on community resources.
- Regularly report to the Service manager regarding achievement of work plans.
- Records management: 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.

ORGANISATIONAL ACCOUNTABILITIES

- 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

Experience, Knowledge, Qualifications, Skills and Attributes

Essential

- **Working with Children check:** A valid Working with Children check must be supplied by all new employees (employee responsibility).
- **Driver's License:** A valid Australian driver's licence (P plate or above) must be supplied by all new employees.
- **Suitable Vehicle:** You may be required to use your own roadworthy vehicle insured to a minimum level covering 3rd party fire and theft (comprehensive cover is recommended). The vehicle must be capable of transporting multiple passengers in a safe manner.

- **Clinical Registration:** At all times maintain annual registration requirements with the relevant body (AHPRA/AASW) including registration standards and continuing professional development (CPD).
- **Qualification:** Background in and be registered as an Occupational Therapist or Social Worker
- Uphold ethical behaviour, consistent with the values of honesty, fairness, responsibility and hope
- Demonstrate integrity, credibility and foster open communication
- Positively listens and consults with others to proactively address conflict
- Demonstrates an interest and understanding of others and relates well to people at all levels
- Demonstrates self-awareness and ability to reflect and handle feedback well and learn from it
- Proven ability to work autonomously with minimal supervision and to prioritise multiple tasks to meet conflicting deadlines.
- Proven ability to maintain confidentiality and build trust to deal with sensitive and difficult situations in a diplomatic manner
- Ability to work productively in a fast paced, changing and agile environment
- Ability to establish respectful professional relationships that have clear boundaries with consumers, staff and partner organisations
- Ability to adapt communication style to meet the needs of a diverse range of people, and identifies changing needs within a group

ACKNOWLEDGEMENT OF POSITION DESCRIPTION

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.