

POSITION DESCRIPTION

Position Title	Community Care Navigator – Lived experience
Reporting To	Service Manager
Employment Status	Part-Time, Maximum Term Contract until 31 August 2022
Classification	CSD Level 3 from \$73,253 - \$79,890 pa dependent on skills and experience
Team/Service	Virtual Short-Term Assessment Service with South Eastern Local Health District, Mental Health Service - Hurstville
Direct Reports	N/A
Date	January 2022

PROGRAM OVERVIEW

Neami National has been commissioned by the South Eastern Sydney Local Health District Mental Health Service to deliver a Care Navigation initiative. Providing one-on-one support to people following an assessment by a Mental Health Clinician in their newly established Virtual Care Centre, that identifies a person would benefit from short term additional support to enable them to access community based supports and prevent deterioration in their mental health.

Neami National will be delivering the Care Navigation model across the District in conjunction with new Virtual Short-term Assessment and Support Service (VSASS) Pilot Program based in Kirk Place, Kogarah.

The program will provide a blended intervention service for people in who have had an assessment where enhanced access to appropriate care and support has been identified in the out of hospital setting. VSASS will focus on building better pathways of care that specialise on integration and collaboration with health and social partners.

The services provided to consumers will model an alternative, short-term virtual assessment service that is holistic and contemporary, and will ranging from self-help resources to primary care access to psychiatrists/psychosocial support services.

People referred into the service will receive up to two weeks of support. The service will assist with access to clinical, psycho-social and social services, to increase social connectedness establish a network of community-based services, which may also include, family, friends, and peers. Ultimately, to support individuals to stay safe, by building capacity to self-manage distress, and mental wellbeing within their support network.

POSITION OVERVIEW

Community Care Navigators –will provide a range of support to consumers, tailored to meet their individual needs, work with consumers occurs within their own community of friends, family, and neighbourhood. You will work closely with virtual assessment clinicians, hospital clinicians, general practitioners, and other community partner organisations in order to deliver the best possible comprehensive service to consumers. Community Care Navigators 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 Navigators will work with the service manager of Neami and SESLHD virtual care teams to provide support for people referred by the virtual assessment team. They will be responsible for delivering individual support to assist individuals to make positive lifestyle choices and decision making, to assist in the prevention further deterioration.

THE POSITION

Key position Responsibilities, Duties and Accountabilities

- Provide outreach support for up to two weeks, 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 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
- Ensure records management obligations are met, in accordance with Neami National policies and procedures. This includes the retention of hardcopy and/or electronic records and ensuring files are accurate and kept up-to-date.
- Commitment to understand service consumer data requirements and to collaborate with consumers to gather relevant data.
- Consideration of individual and aggregated consumer data to inform practice and continuous service improvement.

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

- Relevant tertiary qualification in either Social Work, Occupational Therapy, Psychiatric Nursing or Psychology and own lived experience with mental health and recovery,
- Experience and understanding of working with people with a mental illness,
- Experience liaising with external service providers, including specialist mental health services, GP's and other community-based services and organisations.
- Computer literacy
- Current Australian driver's licence
- A valid Working with Children Check
- Accredited registration or be eligible (depending on qualification) with a professional governing body such as AHRPA or AASW

Desirable

- 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 mental illness (e.g. males, Aboriginal and Torres Strait Islander people)
- Experience working in/with a hospital system

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.

By signing your employment agreement, you acknowledge that you have read, understood and accept the responsibilities and accountabilities as outlined above in this position description.