

Position Description

Position Title	Mental Health Clinical Support Coordinator
Reporting To	The Mental Health Clinical Coordinator is accountable to the Clinical Lead, with oversight from the Senior Service Manager
Employment Status	Full Time, Maximum Term Contract until 30 June 2023
Classification	Health Professionals and Support Services Award 2020 Level 2, or Nurses Award 2010 Level 2 (Above Award).
Team/Service	Head to Health - Information Assessment and Referral Service (HTH IARS) Cairns North Queensland & Coffs harbour
Direct Reports	N/A
Date	August 2022

PROGRAM OVERVIEW

The Head to Health - Information Assessment and Referral Service (HTH IARS) program is available across 8 NSW regions for people of all ages, whether their mental health issues are pre-existing or have emerged during the pandemic.

The HTH IARS provides a central intake service that will endeavour to find the best support for consumers. This may be via referral to an existing service or a local Head to Health hub.

This is a phone/video-based service taking direct incoming referral calls through an established 1800 mental health intake number.

Utilising the Initial Assessment and Referral Decision Support Tool (IAR-DST) to support a nationally consistent evidence-informed initial assessment and referral process, the team will be made up of clinical and non-clinical staff who receive calls and support people to reach the appropriate service.

The HTH IARS is a Neami service located across various locations across Queensland and New South Wales.

The Mental Health Clinical Support Coordinator forms part of a multidisciplinary mental health team delivering high quality mental health intake, assessment, and referral services for individuals across regions who experience mental health issues and are seeking support.

POSITION OVERVIEW

As a Mental Health Clinical Coordinator, you will have a background in Occupational Therapy, Social Work, Nursing or Psychology. As part of the clinical team, you will be part of a multidisciplinary group who provide clinical mental health assessments and facilitate access and connection to appropriate clinical and community services with a focus on facilitating connections to Head to Health Hubs linked to the program.

THE POSITION

Key position Responsibilities, Duties and Accountabilities

- Undertake triage and assessment of mental health referrals
- Assess and screen referrals using appropriate tools, policies, and procedures
- Maintain accurate individual consumer files and databases in accordance with the policies and procedures of Neami and the service agreement with the funding body.
- Provide information about mental health and available services in the community
- Support the continuity and consumer care and information flow between consumers, staff GPs and external workers and other agencies
- Provide individual clinical interventions as appropriate/required
- Participate in additional clinical responsibilities as determined by need and in consultation with the Mental Health Clinical lead
- Provide leadership, secondary consultation, case review and support to other staff including intake workers and other clinicians
- Provide leadership in individual and group supervision, and attendance at team meetings and external meetings
- Foster and maintain relationships with external stakeholders to ensure good communication flow and clear referral pathways
- Participate in community engagement activities as directed and promote the mental health and wellbeing of the community
- Engage consumers and develop trusting and professional relationships
- Commitment to understand consumer data requirements and the role of data, monitoring, evaluation and research activity in organisational culture, operations, and strategy.
- Commitment to support activities related to planning, collection, analysis, reporting and use of consumer data.
- Use of data, monitoring, evaluation, and research to continuously improve service provision, organisational functioning, and the strategic directions.

ORGANISATIONAL ACCOUNTABILITIES

- Act always 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

- The Clinical Support Coordinator will be either a Registered Psychologist, Occupational Therapist or Registered Nurse with a current annual practicing certificate from the Australian Health Practitioner Regulation Agency essential, or a Social Worker with Australian Association of Social Worker (AASW) membership, or is evidence that they are eligible to have membership with the AASW.
- Demonstrated experience in the provision of mental health assessment
- Experience working with client information systems, maintaining accurate documentation and data collection
- A valid Blue Card (Social Workers/Non-AHPRA registered clinicians)
- Satisfactory Criminal Record Check
Criminal record checks are mandatory for all new appointments. Neami 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.
- A valid Australian Driver's License
- 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.

Desirable

- A Mental Health Accreditation/Credential is highly desirable

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.