

POSITION DESCRIPTION

Position Title	Wellbeing Coach
Reporting To	Senior Practice Leader
Employment Status	Casual
Classification	Consumer Service Delivery Level 2
Team/Service	Townsville Head to Health
Direct Reports	N/A
Date	December 2022

PROGRAM OVERVIEW

Townsville Head to Health (HTH), funded by Northern QLD PHN through the Australian Government's PHN program, will be a front door for people over 18 to access mental health support. The centre will assist people experiencing high levels of distress or suicidal crisis, by providing accessible community mental health supports.

The Wellbeing Coach will work within a multidisciplinary team to deliver a range of services to adults experiencing emotional distress, crises, mental ill health and/or addiction, and their families, support people and carers through a "no wrong door" approach. The Centre will provide a holistic approach to support, addressing a range of social, physical and emotional needs informed by the Collaborative Recovery Model (CRM) and supported by best practice in evidence-based and evidence informed care.

The Centre Team will be made up of clinical and psychosocial staff providing social and emotional wellbeing supports, psychosocial support and peer support. The centre will provide short to medium term targeted care and support for adults experiencing a crisis or in significant distress and provide in house assessment, including information and support to access community, primary and tertiary services.

Service delivery will reflect principals of Trauma Informed Care and Recovery Oriented practices and be guided by extensive co-design processes.

The Centre will receive referrals from GPs, public mental health services, community organisations, as well as self-referrals from members of the community. The multidisciplinary team will screen referrals to determine suitability, assess individual needs and assist access to appropriate services delivered by the team and other community providers.

POSITION OVERVIEW

The Wellbeing Coach will work within a multidisciplinary team to deliver a range of services to adults experiencing emotional distress, crises, mental ill health and/or addiction, and to their families, support people and carers, through a “no wrong door” approach. Of importance is the ability to be with people when they are distressed, the ability to listen compassionately and to support people to identify and act upon solutions that may improve their wellbeing.

The Wellbeing Coach, as an integral member of the team, will also be expected to welcome people to the AMHC and provide intake and triage services.

Neami recognises that most of us have our own lived experience of mental ill-health or personal experience in supporting someone who has experienced mental health and/or AOD issues and as such possess a rich understanding of their experiences of mental health recovery. The Lived Experience Wellbeing Coaches must have their own lived experience of mental illness or personal experience in caring for someone who experiences mental illness and possess a rich understanding of their experiences of mental health recovery. As a Lived Experience Wellbeing Coach, you must be willing to purposefully use your own story to help others further their own understanding of recovery. The role will have access to a tailored training program and to regular opportunities to reflect upon and develop their practice.

Neami also recognises the value of working within a Social and Emotional Wellbeing (SEWB) Framework and is committed to employing Aboriginal and Torres Strait Islander people as Lived Experience Wellbeing Coaches.

The role involves shift work, which includes day, evening, and weekend shifts.

THE POSITION

Key position Responsibilities, Duties and Accountabilities:

- Undertake a brief triage to determine an individual’s/consumer’s immediate needs and ensure that they are directed/linked to supports relevant to their identified needs.
- Engage individuals and develop trusting and professional relationships.
- Seek to learn about/understand the individuals’ mental health issues and needs, their current circumstances, their work/education, their interests, and their connections with family and friends.
- Engage individuals, using a strengths-based approach to provide short- and medium-term support.
- Using Neami’s Collaborative Recovery Model (CRM) protocols, work collaboratively with individuals to identify their needs, set goals, and develop a plan to meet those goals.
- Provide opportunities to discuss problem solving strategies.
- Actively contribute as a team member to the delivery of integrated mental health service delivery.
- Collaborate with individual service users and with members of the multidisciplinary team to regularly review individuals plans.

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 improvement processes within your area of responsibility and more generally across the program/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

- Excellent communication skills
- Computer literacy and written communication skills
- Queensland working with Children Clearance – Employee responsibility
- Satisfactory criminal record 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.
- A valid Queensland Driver's licence

Desirable

- Certificate IV level qualifications in AOD, mental health or related field (or working towards)
- Lived experience of mental ill-health and/or AOD or personal experience in supporting someone who has experienced mental health and/or AOD issues and as such possess an understanding of the experience of recovery
- Experience working within a Social and Emotional Wellbeing framework.
- Experience of the public or private mental health system
- Demonstrated experience in facilitating groups, including the ability to prioritise different individual needs within a group

Applicants from Aboriginal and Torres Strait Islander backgrounds, or from culturally & linguistically diverse backgrounds are strongly encouraged to apply.

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.