

Position Description

Position Title	Community Care Coordinator
Reporting To	Service Manager
Employment Status	Full-time, Permanent
Classification	Consumer Service Delivery Level 3
Team/Service	The Way Back Western Sydney (Merrylands location)
Direct Reports	N/A
Date	October 2023

PROGRAM OVERVIEW

The Way Back Service (TWB) is an initiative funded by the Western Sydney Primary Health Network (PHN), WentWest. TWB 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 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.

POSITION OVERVIEW

The role will be based in Merrylands and will be able to utilise our office in Seven Hills. 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.

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 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.

THE PERSON

Key position Responsibilities, Duties and Accountabilities

- 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 Relational Practice (CRP), 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
- 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
- Engage consumers and develop trusting and professional relationships
- Provide direct practical support to consumers so that they gain/maintain independent living skills. This includes assistance by sharing skills in cooking, nutrition, personal care, budgeting skills, shopping, maintaining the home, utilising public transport
- Assist consumers to participate in recreation activities and the cultural life of the community by supporting them to develop interpersonal skills
- Engage consumers, using a strengths-based approach to complete a mental health status measurement and a needs assessment.
- Using The Way Back Service Delivery tools and assessments, work collaboratively with consumers to identify their needs, set goals and develop a plan to meet those goals
- Together with the consumer regularly monitor their progress towards their identified goals
- Work within a holistic framework taking into account the needs of consumers, family, carers and other members of the community in order to ensure tangible rehabilitation outcomes
- Follow all OH&S procedures to ensure safe work practices especially in the area of safety in outreach work
- 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

- 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
- 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.

Records Management

- 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 Ethics
- 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

- A valid Working with Children Check
- A valid Australian Driver's License
- 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

- 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

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.