

Title of Role:	Care Coordinator	Type of Appointment:	Permanent 0.6 FTE
Business Unit:	YSAS – Eltham	Position Number:	Care Coordinator - PN 00684 - BIR
Division:	Residential Services	Classification Level:	Registered Nurse Grade 4
Program Name:	Birribi	Award Type	Nurses Award

Organisational overview

Youth Support + Advocacy Service (YSAS) is one of Australia's largest and most comprehensive, youth-specific community service organisation that enables young people experiencing serious disadvantage to access the resources and support they require to lead healthy and fulfilling lives.

YSAS is a Child Safe organisation. We actively promote the safety and wellbeing of young people and are committed to protecting young people from harm or abuse who come into contact with and/or access our service.

At YSAS we are committed to people of a diversity of backgrounds and identities being included, represented, and having the opportunity to participate equally in the life of our organisation and the communities in which we provide our services. We strive to create the conditions where people feel safe, enfranchised and valued. We value lived-experience wisdom, insight, and knowledge.

Position Purpose

The Care Coordinator plays an integral role in the development and delivery of the Birribi model of care. Care Coordinator provides high quality care and case management of young people and their families who are admitted into the Birribi unit.

The Care Coordinator works closely with Keyworkers to support allocated YP to achieve their goals during their stay at Birribi unit. Care coordinator is responsible for the development, implementation, facilitation and continuous review of group programs and activities within the Birribi program. The Care Coordinator ensures the content of group delivered are of high quality, evidence based and appropriate for the young people admitted to Birribi unit.

The Care Coordinator occupies a leadership role at Birribi and responsible for the development and support of a high performing team. This involves supervision of staff members, including annual Performance Review, and seeks out appropriate training opportunities for staff. The Care Coordinator supports the Team Leader Care Coordinator and the Manager in developing and facilitating team workshops and planning days.

Reporting relationship

This role reports to	Team Leader Care Coordinator
Direct reports	This role has as no direct reports

Key working relationships / interactions

External	Within YSAS [<i>beyond immediate team members</i>]
Young people, inclusive of their family/carers/supports	Internal YSAS staff
Young people's care team	

Responsibilities

The key responsibilities you have been engaged to perform are below. You may be lawfully directed to perform any duties that a person with your qualifications, skills and abilities would reasonably be expected to perform.

Key Responsibilities	Accountability / Activity	Performance Indicator/ Measurement
<p>Leadership and Management</p>	<ul style="list-style-type: none"> As a member of the Birribi Leadership Group, be an active leader in the service provision. Work alongside the Unit Manager in providing direction and leadership, based on practice knowledge and experience, in a multidisciplinary team environment Lead, and participate, in the strategic review and development of the Birribi model of care. Actively participate in Birribi Leadership Group meetings. Provide guidance and leadership to maintain the therapeutic milieu of the Birribi model of care At all times be a role model for the young people and the staff in relation to professional practice and communication. Acts up in the absence of the manger (Rotates with other members of the Birribi Leadership Group). 	<ul style="list-style-type: none"> Demonstrated leadership in advancing the development of the Birribi model of care
<p>Service Delivery</p>	<ul style="list-style-type: none"> Facilitation of weekly therapeutic group program and manages medical portfolio in Birribi. Provide an exemplary case management service to young people and their families who are admitted to Birribi Unit with an emphasis on meeting complex needs and supporting them through their journey Oversight of own case load by providing rigorous assessment, intake, admission, care planning, management and discharge processes. Actively lead the implementation, monitoring and evaluation of admission goals for own caseload and support other staff achieving theirs Provide discipline specific practice expertise and assessments that contribute both to excellent outcomes for young people and their families as well as the team's capacity to provide a comprehensive management. Demonstrate excellent interpersonal and negotiation skills in supporting the management of the most complex of cases in the team, in interagency case meetings and discharge planning Demonstrate appropriate practice independence, seeking support when necessary Undertake risk assessments and effectively manage risk through planning and intervention in conjunction with the manager. Address behavioural issues with residents and provide appropriate support and interventions as necessary. Use groups, such as Community Meeting, to address issues that are impacting on the residents. Contribute to the development of innovative, evidence-based service responses 	<ul style="list-style-type: none"> Successfully managed allocated case load Ensure accurate recording of reports within organisational timelines and procedures.

Key Responsibilities	Accountability / Activity	Performance Indicator/ Measurement
Staff Management and Wellbeing	<ul style="list-style-type: none"> Assist with the development of a high-performance team by ensuring clear communication, involvement in decision making, early management of disagreements and conflicts with staff, and maintaining a positive culture. Attend regular supervision with Birribi Manager. Undertake assigned duties to assist with the recruitment and induction of new staff. Provide regular supervision to selected staff to ensure quality service provision and maintenance of staff wellbeing. In conjunction with the Birribi Manager undertake professional development reviews (PDRs) of staff as needed. Participate in On-call roster. 	<ul style="list-style-type: none"> New staff is successfully inducted into the Birribi program. Supervision is provided in accordance with YSAS policy.
Stakeholder Engagement	<ul style="list-style-type: none"> Ensure family inclusive and family sensitive practice is at the core of care planning and discharge planning for all allocated young people. Establishment and maintenance of inter and intra service linkages and consultative mechanisms, including with statewide and community stakeholders. Lead and/or participation in team, staff and agency meetings and participate in intra/inter agency forums and committees as required or directed including contribution to YSAS strategic directions. Actively seek and apply for grant funding's for Birribi program and the young people. 	<ul style="list-style-type: none"> Purposeful community and stakeholder relationships are developed and maintained. On every occasion YSAS is represented ethically and professionally.
Project Management	<ul style="list-style-type: none"> Provide leadership in the design and development of a high quality, evidence-based group work program, that is engaging and appropriate for young people with issues relating to substance misuse and psychosocial complexity. Support contracted workers (such as teachers, art therapist etc.) and ensure that their group sessions and their practise is in line with the values and aims of YSAS and the Birribi program. Facilitate regular Birribi groups such as Morning Meeting, Peer support, Weekend Planning, etc. Facilitate groups relating to harm minimisation, relapse prevention, emotional regulation, personal wellbeing and life skills. Mentor/coach Birribi staff in group work development, processes and facilitation. Look for opportunities for learning and personal growth in the daily interactions and experiences of the residents. 	<ul style="list-style-type: none"> Groups delivered are of a high quality, evidence based, engaging and appropriate for young people. Program schedule and content are regularly reviewed for its appropriateness and effectiveness. Timetable is well planned and runs to schedule each day. Activities and appointments are organised in a timely manner. Staff are coached in group facilitation and are given opportunities to be the key facilitator of groups.

Key Responsibilities	Accountability / Activity	Performance Indicator/ Measurement
Professional Conduct and Relationship Management	<ul style="list-style-type: none"> Adhere to all YSAS' policies and procedures including the Code of Conduct, Confidentiality Agreement, EEO policy Demonstrated commitment to YSAS' organisational values Provide highest ethical standards at YSAS; not only to young people in the communities we serve, but to our co-workers and ourselves Undertake proactive identification and on-going management of stakeholders, including suppliers and auditors Work collaboratively with staff across the organisation to ensure organisational needs are understood, recognised and responded to, as well as staff are supported in their services 	<ul style="list-style-type: none"> Consistently adheres to all YSAS values, policies and procedures Effectively identifies, engages and maintains relationships with key stakeholders Demonstrates timely and effective responses to organisational and staff needs, with measurable improvements in support and service outcomes
Continuous improvement, collaboration & teamwork	<ul style="list-style-type: none"> Undertake improvements to deliver on YSAS's strategy, ensuring alignment of policies, practices and systems to the organisational strategy. Actively contribute to continuous quality improvements in service delivery/business support in collaboration with others. Undertake any other reasonable tasks as directed by the Manager To actively take on managers feedback from time to time 	<ul style="list-style-type: none"> Regular review of work processes Quality and strength of collaborative work across teams and functions New processes and initiatives introduced
Compliance	<ul style="list-style-type: none"> Ensure knowledge of all relevant YSAS policies, procedures, guidelines and work methods is actively implemented and maintained Complete all mandatory and scheduled training as requested 	<ul style="list-style-type: none"> Work activities comply with relevant legislation, YSAS policies and operating quality standards Mandated and scheduled training up to date
Workplace safety and wellbeing	<ul style="list-style-type: none"> Take care of your own health, safety and wellbeing and that of any other person who may be affected by your actions or omissions in the workplace Understand responsibilities and accountabilities of yourself and others in accordance with safety legislation and YSAS policies Promote and maintain a safe wellbeing culture and working environment within your area 	<ul style="list-style-type: none"> Role model safe work practices at all times Actively support and promote safety and wellbeing Work methods modified as risks identified and incidents, accidents and hazards reported as soon as possible

Qualifications, Skills, and Experience

Qualifications, certifications, professional registration, licences required for role:

- Degree in one of the following: Nursing
- Nurses must have a Post Graduate Qualification in Addiction medicine or Mental Health Nursing or equivalent.
- Nurses must be registered with AHPRA.

Qualifications, Skills, and Experience

Knowledge and experience

- Experience in working with young people in a residential setting highly advantageous.
- Knowledge of and understanding of the key issues facing young people who misuse substances.
- Case management experience
- Specialist knowledge gained through experience, training or education.
- Detailed knowledge of program activities and work practices relevant to the work area.

Skills

- Well organised, and able to be flexible in managing competing priorities and deadlines
- Excellent written and oral communication skills, as well as highly developed interpersonal, coaching, and consultative skills
- Strong analytical thinking and problem-solving skills and ability to deliver innovative solutions
- Good judgment, able to guide others and seen as a credible source of advice

Personal qualities and attributes

What our young people request from our workers

- Driven by a genuine passion to support young people and their families
- Empathetic, an active listener and non-judgmental
- Ability to build an authentic human connection with young people with a holistic, flexible, and adaptable approach
- Relatable and able to build trusting relationships.

Other attributes

- A team player, able to work in a collaborative way across the organisation and with external partners
- Analytical and organised
- Operates with tact, sensitivity and discretion
- Commitment to personal learning, development and improvement in pursuit of own performance objectives and those of the team and organisation
- Commitment to YSAS' values with a working style that reflects these

Key Selection Criteria

1. Developed engagement skills, problem solving and clinical capabilities to ensure all young people participate in and benefit from their stay at Birribi unit.
2. Demonstrated ability to coordinate, deliver and maintain oversight of care of young person allocated to them; this include intake, admission, assessment, management plan, risk assessment, case review, family work, discharge planning and post discharge support.
3. Ability to provide leadership and support to a multi-disciplinary team to ensure quality service provision (within a residential treatment setting) for young people experiencing health and wellbeing issues associated with problematic alcohol and drug taking.
4. Demonstrated experience in the provision of supervision, client case reviews, staff development, performance management, mentoring, and maintaining a positive team culture.
5. Experience in designing and facilitating groups for young people.
6. Developed report writing skills, record keeping / data management, word processing and other computer skills.

Employment at YSAS

Applicants must undergo rigorous screening and recruitment processes.

Prior to commencement of employment with YSAS, candidates must provide assurance and evidence of:

- Working with Children’s Check (WWCC)
- Satisfactory Nationally Coordinated Criminal History Check (NCCHC)
- Any required professional registrations (e.g. AHPRA, CPA, AHR)
- Victoria driver’s licence
- Certified copies of all relevant qualifications.

All YSAS employees are required to work in accordance with including but not limited to:

- Occupational Health and Safety Act 2004 (Victoria)
- Equal Employment Opportunities (including prevention of bullying, discrimination, harassment and intimidation)
- Fair Work Act (2009)
- Relevant Awards, Enterprise Agreement
- Employee duty to maintain privacy and confidentiality
- YSAS Values, Code of Conduct and other YSAS policies/ procedures which may be amended from time to time
- Child Safety commitments and regulatory obligations.

Other:

- Some out of hours work may be required
- Role may be required to work at various / different YSAS sites based on YSAS operational requirements.

Incumbent Statement

I accept this Position Description (PD) and understand that the PD is subject to review and may change in accordance with YSAS’ operational, service and client requirements. Changes to the PD will be consistent with the purpose for which the position was established.

Acknowledged by
occupant

/ /

(Print name) (Signature) (Date)

Acknowledged by line
manager

/ /

(Print name) (Signature & title) (Date)

Job and Person Specification Approval

..... /..... /..... DELEGATE (Executive)