

Care Coordinator

Position Description

POSITION TITLE:	Care Coordinator
POSITION No:	
REGION:	Regional Operations – South East Melbourne, NSW, QLD and ACT
DEPARTMENT:	Queensland
AGREEMENT/AWARD:	The position is attached to the SACS Award
LOCATION:	Ipswich/Toowoomba
REPORTS TO:	Team Leader
DIRECT REPORTS:	N/A
DATE CREATED:	21 June 2019

Position Summary:

The role of the Care Coordinator will be to act as the primary contact for children, young people and their families who are, or are at risk of, experiencing a severe and or complex mental health condition. The care coordinator will ensure the family have access to the support they need.

EACH Vision:

A Healthy and inclusive community

EACH Mission:

To create supportive environment where everyone can build on their strengths and enjoy better health, social and economic opportunities.

EACH Values:

- ✓ Customer Centricity
- ✓ Social Justice
- ✓ Service Excellence
- ✓ Innovation
- ✓ Collaboration

EACH Service Principles:

We Welcome You with Empathy and Hope

EACH Customer Charter:

- ✓ We Care
- ✓ We Listen
- ✓ We Engage
- ✓ We Deliver

Real World Outcomes:

Real World Outcome:	Measurement:
SERVICE PROVISION	<ul style="list-style-type: none"> Audits of progress notes, processes and stakeholder feedback indicate that the Care Coordinator process provided meets the guidelines as prescribed by EACH and the Mental Health Standards Feedback shows that young people are supported to develop help-seeking skills. Minimization of the number of DNA across program. data demonstrates that young people receive appropriate mental health assessment Case notes demonstrate that young people are provided with referral and supported to attend other local services where appropriate.
SERVICE SUPPORT	<ul style="list-style-type: none"> A positive relationship is demonstrated with internal and external stakeholders, including the negotiation of appropriate protocols for collaborative planning, service delivery and on-going development of service Participation and promotion have contributed to achieving successful Community Engagement outcomes.
COMMITMENT TO PERSONAL AND SERVICE IMPROVEMENT	<ul style="list-style-type: none"> Demonstrated adherence to policies, systems, models and protocols that are developed and put in place to support service delivery.

Key Duties & Responsibilities:

Key duties and responsibilities include but are not limited to:

Purpose:	Key Duties & Responsibilities:
SERVICE PROVISION	<ul style="list-style-type: none"> Work under the direction of the Clinical Lead to provide youth friendly mental health services within the area. Develop, maintain and review an appropriate Care Plan with each young person in order to provide a clear pathway for coordinated care. Liaise with mental health and aligned services regarding the care and management of the young person who has accessed the program. Ongoing risk assessments, including assessment of suicide risk and violence and provide follow up support, referrals and treatment within the scope of practice and competencies. To facilitate client access and appropriate matching with the full range of community services within the mental health and broader service system in the local area. Facilitate and monitor the integration and coordination of care of clients, including participating in case conference meetings. Maintain accurate and timely case notes and records in approved database systems Participate in regular clinical case review meetings and multi-disciplinary team meetings to ensure appropriate clinical service pathway and service delivery. Liaise with relevant referrers and other services to promote a consistent and coordinated service delivery response for young people and their families.

SERVICE SUPPORT	<ul style="list-style-type: none"> • Promote the program, communicate regularly with, and build and maintain collaborative working relationships with health and welfare agencies, schools and the general community. • Participate in and contribute to team meetings, case conferences, and case review meetings as required in a professional and appropriate manner. • Provide secondary consultation and mentoring to other staff as requested.
COMMITMENT TO PERSONAL AND SERVICE IMPROVEMENT	<ul style="list-style-type: none"> • Participate in the continuous clinical quality improvement activities to improve the service provision and outcomes for young people. • Participate in ongoing training and professional development activities as directed. • Engage with supervision on monthly basis with the team Lead • Work within framework of early intervention, de-stigmatisation, diversity, inclusion and non-discrimination

Core Competencies:

Skills:

- ✓ Excellent written and verbal communications skills
- ✓ Demonstrated ability to work effectively in a team.
- ✓ Demonstrated ability to engage and work with children and youth.
- ✓ Competence regarding information technology, software packages and willingness to be trained and implement data collection and clinical record software.

Experience/Knowledge:

- ✓ Experience in the provision of mental health care, including the completion of mental health assessments, and short-term treatments interventions to children and young people experiencing mental health difficulties.
- ✓ Demonstrated ability to develop and maintain linkages and networks with a range of government, community and corporate stakeholders to facilitate clear referral pathways.
- ✓ Demonstrated understanding of mental health issues, particularly affecting children and young people, support services and co-morbidities.
- ✓ Knowledge and understanding of the theory underpinning evidence-based interventions as well as demonstrated excellence in engaging children and youth and their families around the area of mental health

Attributes:

- ✓ Is committed to EACH's Vision, Mission, Values and Service Principles;
- ✓ Capacity to recognise own feelings and those of others, self-reflect and be self-aware;
- ✓ Respects the ethical beliefs and diversity of others;
- ✓ Is culturally aware and values social inclusiveness as a strength and positively utilises diversity;
- ✓ Accountability – Individual responsibility to deliver services within the relevant legislation and regulatory framework and in accordance with sound business/service management practice.
- ✓ Prioritises the needs of consumers/clients and aims for the best outcomes for consumers/clients
- ✓

Physical Requirements:

- ✓ Sitting and standing
- ✓ Walking
- ✓ Climbing Stairs
- ✓ Driving
- ✓ Combination of indoor & outdoor environment

Mandatory Qualification/Competencies/Licenses:

- ✓ Tertiary qualifications in psychology, social work, mental health nursing and/or other relevant discipline
- ✓ Appropriate registration with APHRA or other governing body.
- ✓ A current unrestricted Driver's Licence
- ✓ Working with Children Check

Preferred (not mandatory) Qualifications:

N/A

Mandatory Employee Responsibility:

General Behaviours & Attributes:

- actively contributes and participates as part of an integrated services team;
- contributes to continuous quality and service delivery improvement throughout the organisation;
- acts in a manner that is not discriminative against sex or sexual orientation, colour, race, ethnicity or national origins, age, religious or ethical beliefs, disabilities, political views, illness, marital status or family responsibilities;
- demonstrates an understanding of, and displays behaviours in line with EACH's Service Principals;
- participates in all mandatory training requirements to support the delivery of safe and effective service provision;
- Completes induction within a two week timeframe upon commencement of employment.

Governance & Compliance:

- acts in accordance with all EACH's policies, procedures and code of ethics;
- complies with the Police Record Check and Working With Children Check policies at all times, and is responsible for ensuring appropriate evidence is provided throughout the course of employment;
- where applicable to the position, provide evidence of immunisation status, such as serological immunity or vaccination history;
- performs duties within the Scope of Practice of the role and according to the verification of credentials (qualifications, registrations and professional competencies);
- employee maintains updated and valid credentials in accordance with relevant legislation and industry requirements where applicable to the position.

Work Health & Safety:

- acts in accordance with health and safety policies and procedures at all times;
- all staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct.

Employee Acknowledgment & Declaration:

I understand that by signing this document I have understood the role, duties, responsibilities and outcomes required to fill the inherent requirements of this position.

Employee Name: (please print) _____

Employee Signature: _____

Date: ____/____/____

****Once signed by employee a copy of this PD is to be sent to the Human Resources****