

Position Description: Care Coordinator

Position Details

Position Title:	Care Coordinator
Classification:	SCHCADS Award Level 5
Time Fraction:	Full Time and Part Time positions available
Contract Detail:	30 June 2021

Organisation Overview

Mentis Assist is a not-for-profit Community Managed Mental Health Service (CMMHS) supporting people with severe and enduring mental illness and psychiatric disabilities. Mentis assists people to recognise their values, strengths and goals, with an emphasis on improving health and wellbeing, independence, social participation and enhancing meaningful relationships with significant others.

Mentis was established in 1987 and has evolved significantly to become a leader in the areas of delivering flexible support packages tailored to the individual using strengths-based, recovery-orientated practice, quality and evidenced based service provision.

Mentis strives to provide opportunities for people living with mental illness to enjoy a meaningful life by strengthening self-identity, personal responsibility and hope. Our vision is for optimum personal recovery and wellbeing. Mentis believes that recovery-orientated practice is a partnership where the person with the lived experience is the expert in their recovery and our staff bring their understanding and expertise to support this journey.

Our service model incorporates the 'Victorian Framework for Recovery-Orientated Practice' (2011) and the National Mental Health Standards (2010). We believe that recovery practice should be person-centred, accepting of diversity, strengths-based, provide respect and dignity, community connection and participation. Mentis places high importance on maintaining a skilled, supported and informed workforce, providing opportunities for reflective practice, flexibility and innovation, developing and maintaining collaborative partnerships, evaluation, planning and continuous improvement.

Conditions of Employment

- In accordance with the terms and conditions specified in the Social, Community, Home Care and Disability Services (SCHCADS) Award 2010
- Full time employees may elect to organize their hours to allow for one Rostered Day Off per month
- Generous Salary Packaging tax exempt benefits up to \$17,739 per annum
- Satisfactory pre-employment screening checks including National Police Check, Safety Screening Statutory Declaration, International Police Check/Statutory Declaration (if required), Working with Children Check, Qualification Check, Employment History and Referee Check
- Mentis encourages people with a disability to apply and encourages full disclosure of illness or disability
- Mentis Assist is a smoke free workplace
- Right to work in Australia

Qualifications and Requirements

- Minimum qualification: Diploma of Mental Health. Applicants with a relevant degree and experience will be considered favourably
- Minimum of three years' experience in mental health
- Current knowledge, concepts and evidence-based theories of the individual in society
- Current Victorian Driver's License and ability to undertake travel as required
- Satisfactory Police Record Check
- Current Working With Children Check
- Right to work in Australia

Mentis Assist has a strong commitment to participation of people with lived experience in our workforce. We invite qualified people with lived experience of mental health issues to apply. We also welcome diversity in the workplace and invite people from other communities to apply. Suitably qualified Aboriginal or Torres Strait Islander applicants will be highly regarded

Position Overview

Mental Health Complex Care is a new program for clients with a severe mental illness and complex needs who require care coordination over a period of time. The program targets clients who are difficult to engage or are under-served and cannot currently access the National Disability Insurance Scheme (NDIS) or Partners In Recovery (PIR). As such, it is likely that the spectrum of care will range from episodic mental ill health, as well as to those with very high needs.

The program is comprised of a package of four core service elements:

- Clinical nursing services
- family support and liaison
- Care coordination and liaison (clinical and non-clinical services)
- Improving access to psychiatrist and psychological care

The Care Coordinator will coordinate, facilitate and integrate multiple services to connect the client to healthcare and wider support systems and services. The Care Coordinator will work alongside Credentialed Mental Health Nurses who deliver clinical care and practitioners who will liaise with and support the family and carers.

Line Manager

Reports to the Team Leader, Clinical Services.

Key Accountabilities and Duties

Service Delivery

- Work with clients, carers, family, Credential Mental Health Nurses and Family Support and Liaison Practitioners and others involved in the client's care.
- Coordinate, facilitate and integrate multiple services to connect the client to healthcare and wider support systems and services.
- Work within the scope of practice defined for the role and as agreed with the Clinical Manager.
- Coordinate/participate in case conferencing, case coordination and case reviews.
- Collect and disclose relevant information about clients referred in compliance with relevant legislation and program guidelines.
- Make referrals to other services in accordance with Care Plans.
- Work collaboratively with the client's family, carers and other supports.

Self and Workplace

- Contribute to a healthy and safe workplace for staff, volunteers, students, and members of the community.
- Take responsibility for own personal health and safety and understand the responsibilities and accountabilities to themselves and others in accordance with Workplace Health and Safety legislation and internal policies, and promote a working environment that is congruent with these guidelines.
- Understand responsibilities and accountabilities to self and others in accordance with the Victorian Charter of Human Rights and Responsibilities Act 2006.
- Abide by Mentis Assist's Privacy and Equal Employment Opportunity Policies and Procedures.
- Participate in team meetings, clinical supervision and clinical reviews.

Finance and Performance

- Ensure that service targets are met.

Practice Knowledge

- Good working knowledge of regional mental health and general health providers.
- Sound understanding of the causes of stigma and barriers faced by those experiencing mental illness.
- Experience in providing recovery orientated, strengths based, person centered, family sensitive, trauma informed practice.

Professional Development

- Participate in clinical supervision in accordance with clinical supervision agreement.
- Undertake annual performance appraisals and develop and implement own professional development plans so that continuing professional development requirements for registration are met.
- Actively participate in training and skill building activities.

Administration

- Provide reports as required, ensuring that they are completed to the highest standard and within set timeframes.
- Ensure adherence to the incident management and reporting policies.
- Ensure HR responsibilities are met within set timeframes i.e. timesheets, leave forms etc.
- Ensure service targets are achieved.

Other Duties

- As directed.

Key Selection Criteria

1. Minimum qualification: Diploma of Mental Health. Applicants with a relevant degree and experience will be considered favourably.
2. A minimum of three years' experience in a mental health or community setting.
3. Good understanding of team dynamics and experience in inter-disciplinary care.
4. Ability to work with a high level of autonomy and exercise professional judgement in decision making.
5. Strong interpersonal and team skills and behaviours, incorporating verbal and written communication, flexibility, resilience.
6. Demonstrated skills and experience in advocacy, collaboration, facilitation, evaluation and problem solving.
7. Demonstrated ability to work within legislative, ethical, organisational and practice frameworks without the need for close monitoring and high levels of direction.

Acknowledgment for Receipt of Position Description

I have received a copy of the Position Description and have read and understand its contents. I understand that this Position Description is an indication of the duties and responsibilities that I may be required to undertake. From time to time, I may be required to undertake other duties within my skills and experience.

Name: *(please print)* _____

Signature: _____ Date: _____