

POSITION DESCRIPTION

1. POSITION TITLE Clinical Coordinator	2. POSITION LOCATION/S Hunter and Manning regions	3. DIRECT MANAGER Team Leader
4. SERVICE AREA Mental Health	5. CLASSIFICATION SCHADS Level 5.1	6. POSITION STATUS Permanent

7. POSITION SUMMARY

The aim of the Clinical Care program is to provide greater access to mental health services for those people living with mental illness in the HNECC region. Mental Health Services in Primary Care will improve service integration and achieve alignment with a person centred, stepped care approach. The aims will be achieved by engaging a range of mental health professionals to provide a suite of evidence based mental health services to people that would otherwise have little or no access to such services.

The role of the Clinical Coordinator is to provide coordinated clinical care for people with severe and complex mental illness. The care will be delivered in line with a GP Mental Health treatment plan or equivalent, developed by a GP or Psychiatrist. The Clinical Coordinator will work with the Peer support worker to deliver person centred holistic support to clients on their mental health journey. The Clinical Coordinator will collaborate with GP's, psychiatrists, and other allied health professionals, as well as family members or support people to ensure that clients are able to move forward on their journey with the support they need.

8. PERSONAL ATTRIBUTES / SELECTION CRITERIA

Essential

- A commitment to the Vision, Mission and Values of our organisation and active engagement in organisational events
- Evidence of independent practice history and skill in meeting the range of demands of complex caseloads
- Good working knowledge of mental health, local networks, legislation and practices
- Excellent skills in implementing strategies that promote emotional and developmental well-being in people who are experiencing ongoing, complex mental health disorders.
- Demonstrated ability to build relationships and collaborate with external stakeholders to provide a holistic approach to support for clients
- Demonstrated communication skills and the ability to write detailed and informed notes

9. QUALIFICATIONS/LICENCES

ESSENTIAL

- Mental health registered nurse, psychologist, social work qualification with mental health experience or equivalent
- NSW Drivers Licence

DESIRED

- Mental health accreditation

10. ORGANISTIONAL ENVIRONMENT

CatholicCare Social Services Hunter-Manning is a not-for-profit organisation and a mission and outreach agency of the Catholic Diocese of Maitland-Newcastle. Our services include a range of child and family services, youth services, community services, refugee service, mental health and Permanency Support Programs. All staff are required to work within the ethos of the Catholic Church.

The Diocese of Maitland-Newcastle is committed to safeguarding children and vulnerable adults, preventing those in our care from suffering abuse or neglect. The Diocese is committed to being compliant with the National Principles for Child Safe Organisations and the National Catholic Safeguarding Standards. All employees are required to undergo a National Police Check, retain a valid NSW Working with Children Check if in child related work and ensure compliance with our safeguarding policies, the Diocesan Safeguarding Commitment Statement and the Codes of Conduct.

11. MISSION – VISION- VALUES

Our Mission

CatholicCare Hunter Manning listens and responds. We work together with communities to build a stronger, fairer and kinder society that values children, young people, families and individuals. Through Christ's mission we seek to provide opportunities for people to realise their individual potential.

Our Vision

For inclusive, just and strong communities. We nurture, respect and encourage strong relationships where the individuality and strengths of each person are respected, valued and celebrated.

Our Values

Respect – We show consideration for ourselves and others, whilst recognising each other's differences

Justice – We believe in, actively seek and encourage, equality for all

Connection – We are committed to developing and enhancing meaningful relationships with, and between, our communities including agencies of the Catholic Diocese of Maitland-Newcastle, funding bodies and like-minded organisations that uphold a commitment to assisting the vulnerable.

Collaboration - We encourage teamwork that achieves tangible outcomes through open communication, lateral thinking and positive reinforcement

Innovation – We anticipate change and proactively ensure our service delivery is at the forefront of industry standards.

12. PERFORMANCE

Key Performance Area	Key Tasks	Performance Indicators
1. Referral and allocations	<ul style="list-style-type: none">• Sound understanding of HNECC referral system• On allocation initiate contact within expected time constraints	<ul style="list-style-type: none">• Contact clients as allocated in line with processes• Cohort 1 to be contacted within 1 business day and undertake initial service within 3 business days• Cohort 2 to be contacted within 3

		business days and undertake initial service within 5 business days
2. Case Management	<ul style="list-style-type: none"> • Liaising closely with family and carers as appropriate • Reviewing the clients mental state • Monitoring and ensuring compliance by clients with their medication • Providing information on physical health care to clients • Maintaining links and undertaking case conferencing with GP's, psychiatrists, and allied health workers such as psychologists • Contributing to the planning and care management of the clients • Liaising and establishing links with organisations that provide psychosocial support services • Maintain accurate, up to date client focussed records of all interactions and progress in accordance with CatholicCare policies and guidelines • Provide clear information and data to team leader for reporting purposes 	<ul style="list-style-type: none"> • Support network for client will be build and all parties will be across support plans • Have a resource HUB of educational material for clients and strategies to increase understanding of physical and mental health • Clients will have holistic wrap-around supports in place • Have a clear network of GP's and allied health professionals that can be utilised with positive working relationships • Evidence that policies and procedures are being followed • Relevant meetings are scheduled, attended and documented • Stakeholders and clients provide primarily positive feedback • High quality documents and reports are produced in a timely manner • Evidence that clients are involved in the planning of their support
3. Program Development	<ul style="list-style-type: none"> • Support the Manager and other management staff to fully implement and adapt this program as it evolves 	<ul style="list-style-type: none"> • Provide feedback and suggestions as to how the program can improve and change as per needs of the local community
4. General	<ul style="list-style-type: none"> • Abide by all CatholicCare and Diocesan policies and procedures. • Mandatory reporting legislation and Diocesan Child Protection Policy and guidelines are adhered to. • Participate in organisational events, development and strategic planning activities. • Participate in internal and external meetings in a manner which contributes to 	<ul style="list-style-type: none"> • Interpersonal communications and professional behaviour reflect organisational expectations as per the Code of Behaviour. • Information is provided to relevant bodies regarding children at risk in a timely manner. • Relevant meetings and events attended. • Staff member practices a positive working

	<p>the positive development of the program.</p> <ul style="list-style-type: none"> • Provide information on program services and community supports as required. • Actively engage in professional supervision, individual work programming, performance planning and professional development opportunities. • Maintain own professional practice and awareness of current research in practice. • Maintain up-to-date knowledge of, and promote, WHS best practice as per legislation, policies and procedures. • Other duties within the scope of the position that may be assigned from time to time. 	<p>relationship with colleagues.</p> <ul style="list-style-type: none"> • HR documentation is completed at the minimum frequency with evidence available that staff member contributed to the process. • WHS best practice is promoted in the workplace. • Staff member presents as a knowledgeable and skilled leader within the PSP program and CatholicCare Social Services. • Evidence of development of professional practice. • WHS is well managed. • Other duties are performed in a satisfactory manner.
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13. KEY RELATIONSHIPS & COMMUNICATIONS	
RELATIONSHIP	PURPOSE & FREQUENCY
1. Manager	<ul style="list-style-type: none"> • Direct line management and monthly supervision • Discuss complexities within position and with clients and plan together how to respond and manage these complexities
2. The Rosewood Centre	<ul style="list-style-type: none"> • Monthly supervision • Discuss complex cases and seek advice on strategies • Professional development
3. Mental health services, GP's and other allied health practitioners	<ul style="list-style-type: none"> • Regular communication with all services that are linked with clients to ensure person-centred holistic approach • Build positive relationships and networks with local services to be able to utilise for support • Referring clients to other support services
4. Peer Worker	<ul style="list-style-type: none"> • Discuss clients and support required, work collaboratively to provide person-centred holistic support to all clients • Assistance with supporting all clients and building relationships within the community
5. Administration and other staff on site	<ul style="list-style-type: none"> • Day to day support and connection • Collaborating on ideas and support • Basic admin support

14. SIGNIFICANT CHALLENGES

What?	Why?
1. Working with complex cases in areas with high need for services	<ul style="list-style-type: none">This program is in areas with high need for services and limited capacity. You will need to research and think outside of the box to ensure clients are supported
2. Working autonomously with minimal supervision	<ul style="list-style-type: none">This program is only staffed by 2x employees and therefore there is an expectancy that you are able to work autonomously with little supervision.

15. EMPLOYMENT CONDITIONS

All CatholicCare employees are required to participate in performance management, in accordance with our policies and procedures.

In line with our values, all CatholicCare employees are offered appropriate education and development opportunities, some of which may require compulsory attendance.

16. LEGISLATION & CATHOLIC CARE POLICY

Occupants must:

- Abide by the laws of the Commonwealth of Australia and NSW and the policies of CatholicCare. Any criminal or civil action taken against the occupant must be reported immediately to the Director/HR Manager
- Have a current NSW Driver Licence
- Take reasonable action to familiarise himself / herself with CatholicCare policies and procedures, and compliance with WH&S laws and regulations
- Not take advantage of their role in CatholicCare for personal gain
- Take responsibility for their personal safety and the wellbeing of other employees, clients, contractors and other visitors to CatholicCare
- Only make decisions within their delegated responsibilities

17. EXPECTED EMPLOYEE BEHAVIOUR

Employees must:

- Display a commitment to the Mission, Vision & Values of CatholicCare
- Display respect for themselves and their colleagues
- Have a commitment to teamwork and contribute to the team and organisational performance by seeking ways to continually improve
- Deal with residents/People We Support in line with relevant legislation
- Attend staff meetings and compulsory education when required
- Maintain confidentiality and exercise discretion in relation to all CatholicCare matters and personal information concerning colleagues and residents / People We Support

P.D Last Reviewed:	March 2024	Next Review is due on:	June 2025
Occupant Name:			
Occupant Signature:		Date:	