

POSITION DESCRIPTION

CCNB provides services to assist people to successfully navigate the care and support system. The system is often more complex than the needs of the person and CCNB's role is to provide a range of individualised supports to enable them to access the supports they require. Our focus is as much on the system as it is on the person and our role is to assist them to access these, but at the same, develop their capacity to do this for themselves. Our expertise is aimed to be delivered for a short-term but last for the long-term.

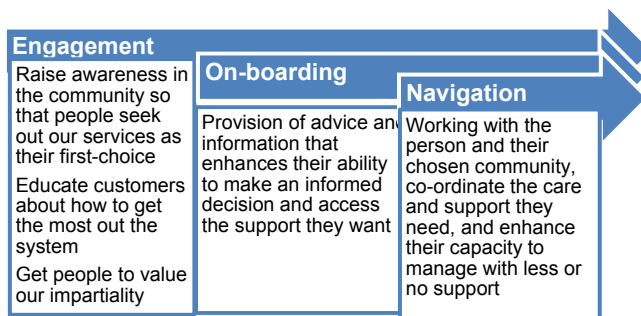
CCNB is building its integrated Community Health Team. This new service, will deliver services and support under the Suicide Prevention Program for the whole Northern Sydney Region.

The **Care Co-ordinator** position, amongst other things, seeks to:

- Support clients identified as at risk of suicide using
- Provide support including comprehensive risk assessment and mitigation
- As preferred by the client, work with the client's family/carers providing support and information
- Coordinate care working collaboratively with key service providers, businesses, and community facilities across the region
- Link client to services and support making appropriate and effective referrals

The important thing is that we work people to ensure they get what you need. We won't:

- ✓ Assume we know more than the person;
- ✓ Use the complexities of the system to justify why the person can't get what they need and;
- ✓ Leaves person without the ability to do things for themselves.





Position title: Care Co-ordinator

Responsible to: Manager, PIR

Current Incumbent: Nil – New Position

Hours of Work: > Up to 38 hours pw (including on call; evenings and weekends)

Formal Qualifications Required:

- > Tertiary qualifications in related discipline
- > Relevant Professional Registration/Membership
- > Mental Health First Aid or willingness to obtain

Essential Knowledge and Competencies Required:

- > Clear understanding of, and personal commitment to, the Purpose & Values of CCNB
- > Demonstrated comprehensive knowledge of, and experience in the community care sector
- > Experience operating in a recovery orientated and trauma informed environments
- > Significant experience working with vulnerable at risk groups and working holistically to assess and coordinate support and referrals including comprehensive risk assessment and mitigation
- > Timely, accurate and person focussed Care Plan development and management

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- Detailed understanding of relevant national and state legislation and standards relevant to the operation of CCNB services
- Highly developed interpersonal skills including consultation, openness, fairness, flexibility, liaison and problem solving skills.
- Excellent oral and written communication skills including experience in the preparation of high level reports
- High level systems thinking and process improvement including the application of technology-based solutions and skills in the use of relevant computer programs
- Current NSW Drivers Licence

POSITION OBJECTIVES

The position exists to support clients at risk of suicide and their families/carers through the provision of comprehensive, rapid access, mobile and holistic support coordination to achieve wellness and pathways to sustainable recovery. The service is funded as an integrated community program as part of our Community Health Team to support people in the Northern Sydney Region with a recent hospital admission for a period of approximately 3 months.

The key objectives of the Care Coordinator are:

- Program promotion and education
- Assertive mobile engagement and rapid follow up
- Intensive support coordination, linkage and referral
- Risk assessment and mitigation
- Practical support & resources to remove barriers, bridge gaps and improve resilience
- Individual and systems outcomes measurement

Purpose and Values

- Actively participate and promote the desired culture of CCNB by ensuring all interactions, documentation and communication are conducted in a manner which supports CCNB's Purpose and Values.

Planning

- Participate effectively and constructively in program planning in line with the Strategic Plan and customer needs.
- Participate in the development of operational/business plans and work plans to facilitate effective monitoring of programs, services and specific project performance.



- Identify and examine relevant trends as they affect services at CCNB and suggest modifications where necessary to plans and policies to maximise the benefits or minimise the impacts of anticipated changes.

Relationships

- Ensure effective and mutually beneficial relationships are developed and maintained through effective contribution to, and communication with, stakeholders, including but not limited to:
 - CCNB staff;
 - clients and their families;
 - general community groups;
 - service providers and key government agencies.
- Collaborate with key stakeholders across the region, including Northern Sydney Local Health District Emergency Departments and mental health teams, General Practitioners and allied health service providers

Participation and Performance

- Participate in and attend clinical and practice supervision as directed by your Professional membership and CCNB.
- Participate effectively in the any process related to performance planning and/or assessment, in line with the Performance Management policy.
- Deliver in line with the agreed performance indicators (PIs) and performance goals.
- Source and attend professional development opportunities as required and approved.

Key Performance Indicators

- Care Plans, risk assessments and mitigation strategies are developed and implemented for every client which meet their goals
- Support provided follows recovery orientated & trauma informed principles
- The client is appropriately linked with informal and mainstream supports
- Families & Carers are included in support as desired by the client
- CCNB is well connected with a wide variety of support providers in the community
- The quality of the supports is effectively monitored and any service issues are resolved



- Crises are effectively and safely resolved in a timely manner

Operational Management

- In collaboration with relevant others, deliver and attend community education sessions and events to enhance the knowledge of the community about the Suicide Prevention program
- Provide holistic and sustainable individually tailored solutions to support clients, their families/carers to best support wellness and recovery
- Advocate for change when a sustained and obvious barrier exists in the care and support system
- Facilitate and develop the skills of the client so that they are more independent, resilient and better able to participate in their community.
- Identify when plans need to be modified and reviewed and facilitate this process
- Maintain contemporary and compliant client records, notes and relevant information that will enhance the client's experience and/or access to the system/community
- Maintain knowledge of community care systems including current and emerging issues.
- Keep abreast of contemporary practice in the areas of CCNB's current operation and implement improvements in keeping with priorities and community needs.
- Develop and/or participate in the development of Service Delivery strategic, operational/business plans and/or work plans in specialist areas.
- Participate and contribute to relevant revenue-generating activities relevant to the development and delivery of services.
- As appropriate, monitor budgets and ensure programs are operating within the parameters of established budgets.
- Identify issues that could potentially compromise organisational practices, and work with relevant staff to address.
- Ensure work complies with CCNB policies and procedures.
- Participate in any internal/external meetings/conferences or training that may benefit CCNB and its organisational objectives as requested.
- Provide written reports on a regular basis or as requested.

Continuous Quality Improvement

- Adhere to CCNB's Quality Management System including the implementation of quality systems and principles of continuous quality improvement.



- Ensure all complaints associated with service delivery are investigated and resolved appropriately using the relevant procedures.
- Ensure CCNB operates according to the most current community care practices and processes.
- Actively identify and report opportunities for improvement and/or innovation in service delivery through ongoing monitoring of feedback and evaluation.

Standards of Care

- Oversee that quality client care and support standards are met and participate in and contribute to quality assurance, planning, record maintenance and statistical reports.

Work Health & Safety (WH&S)

- Ensure that services are compliant with WH&S legislation and that the WHS responsibilities including attendance at WH&S training are well understood.
- Attend WH&S training to ensure compliance with CCNB's Work Health and Safety responsibilities.
- Actively promote work health, safety and rehabilitation policies, practices and procedures, in particular:
 - active participation in protecting the health and safety of self and colleagues.
 - promote and contribute to a safe, secure environment for staff, visitors and clients.
 - participate in the Workplace Rehabilitation Program if injured at work.

Community Relations

- Ensure all interactions within the community portray CCNB as a professional and caring provider of community care services, whilst achieving optimal quality outcomes for clients.

WORK PERFORMANCE APPRAISAL

After 3 months and thereafter, annually.



SIGNIFICANT RELATIONSHIPS

Direct Reports	
Nil	

Significant Relationship	Reason
Manager	High level support
Customers	High level support and guidance
Team Members	Advice, information, collaboration
Other CCNB staff	Role model CCNB professional behaviours and performance standards

AUTHORITIES (DELEGATIONS)

Operational Expenditure

Operational Expenditure in line with budget.

Administration and Policy

All administrative decisions and organisational policies linked to the provision of service and/or the efficient management of service delivery within CCNB.

Staffing

Support Manager in staff recruitment, management and reporting, if required.

Signatures

I have read and understood the requirements of this position. I understand that my employment is based on the position outlined and adherence to CCNB's policies and procedures. Care Co-ordinator:	Date:
Chief Executive Officer:	Date:
Position Description Last Reviewed/Changes approved by Chief Executive Officer:	Date: