

POSITION DESCRIPTION

SUPPORT COORDINATOR - PSYCHOSOCIAL SUPPORT & NDIS

PURPOSE OF POSITION

The Support Coordinator will coordinate services and supports for individuals who have a severe mental illness and are existing clients of National Psychosocial Support – Extension or are NDIS participants. The position works in partnership with the person to assist them to lead a meaningful life and achieve their goals in a recovery oriented way.

This will include:

- Development of goals and strategies and coordination of services, rather than delivery of services
- Develop individually tailored capacity building strategies to improve confidence and self-reliance and encourage active participation
- Assist the completion of NDIS Access requests to enable eligible clients to transition to the NDIS
- Help the person choose quality services and supports and connect them with the services included in the NDIS plan (if applicable)
- Develop effective relationships and work collaboratively with services

The position sits within the Mental Health Care Coordination Team and is part of a specialised non-clinical mental health suite of services supported by Team Leaders and a Clinical Advisor.

The position supports the strategic objectives of Hunter Primary Care (HPC) by supporting people to live a healthy life.

REPORTS TO

- Team Leader – Psychosocial and NDIS

DIRECT REPORTS

- Nil

KEY RESPONSIBILITIES

SERVICE PROVISION

- Provide recovery oriented Support Coordination to participants
- Build rapport with participants, their families/carers to develop individually tailored capacity building strategies that increase personal capacity, confidence and self-reliance
- Assist participants to connect with supports and services as required including completion of NDIS Access Requests.

- Present information and options to participants and their families/carers to enable them to make informed choices
- Maintain comprehensive knowledge of relevant services that result in effective interactions and appropriate referral of participants
- Record all service contact within agreed timeframes and standards
- Contribute to service development by identifying improvement areas and being actively involved in implementation of any agreed changes
- Work towards achievement of the program objectives and deliverables as determined by HPC
- Other duties within the service as directed by the Manager

PROFESSIONAL DEVELOPMENT

- To engage in the development and achievement of career goals and objectives
- Actively participate in performance feedback and reviews
- Participate in regular supervision

TEAM WORK

- Contribute to a positive team culture through awareness of impact on others, respectful collaboration and proactive problem solving.
- Participate in team and organisational meetings and activities to gain and maintain a sound understanding

ORGANISATION

- Behaviour is perceived to be consistent with the HPC core values and code of conduct
- Employees in area of influence understand the goals and strategic direction of HPC and their part in achieving those goals
- Decisions are made in accordance with the HPC Board Delegation of Authority policy, strategic direction and organisational values.

WORK HEALTH AND SAFETY

- Take reasonable care of own health and safety and take reasonable care that own acts or omissions do not adversely affect the health and safety of other persons
- Comply so far as is reasonably able, with any reasonable instruction by management and comply with HPC policies and procedures relating to health and safety

KEY COMPETENCIES

Competency	Definition
Processing Information	Gathering, decoding and processing information efficiently within the given time frame. Collecting information in a structured manner and interpreting and presenting it in a personal way. Recognising possible gaps in the information.

Problem Solving	Responding to and controlling unexpected situations by evaluating possible solutions based on experience and knowledge and by taking the initiative to implement the best solution.
Structuring Work	Adding structure to a multitude of different tasks by making a priority list and completing this list efficiently within the given time-frame.
Providing Support	Supporting others by accepting a formal role as mentor, by acting as an example and by helping others with their activities.
Transferring Expertise	Conveying knowledge, insights and expertise to others in a formal and informal way through sessions set up for that purpose, by sharing knowledge with others, and by giving demonstrations.
Relating	Establishing and maintaining formal and informal relationships within and outside the organisation, with peers and across various organisational levels.
Adopting a Customer Oriented Attitude	Guiding participants by giving targeted advice in their decision process. Always putting participants first by providing a personal service and by maintaining constructive contacts.
Achieving Objectives	Generating results by assuming responsibility for one's performance and the correctness of one's interventions, recognising opportunities and acting efficiently, at the appropriate moment and within the given deadlines.
Showing Flexibility	Being flexible and adapting towards changing conditions and diverse circumstances. Being eager to learn.
Showing Reliability	Acting in a disciplined manner according to personal principles and company expectations, treating people fairly, respecting confidentiality, honouring commitments and avoiding partiality.

SELECTION CRITERIA

ESSENTIAL CRITERIA

- Relevant tertiary qualifications or certificate in relevant field such as Social Work, Psychology, Community Services or similar relevant discipline
- Demonstrated skills and ability engaging and providing professional assistance to people with a severe mental illness and complex needs, their family members and service providers
- Demonstrated understanding of recovery oriented practice
- Ability to contribute to a positive team culture and achieve team goals
- Knowledge of, and experience working with the NDIS and clinical mental health services including community-based services
- Ability to contribute to a positive team culture and achieve service and team goals
- Ability to prioritise work, manage time and meet deadlines
- Extensive experience in all Microsoft Office programs including Word, Excel, Outlook, data base navigation and data entry

DESIRABLE CRITERIA

- Understanding of the primary health care sector

SPECIAL CONDITIONS

- The role will be based at Hunter Primary Care offices in (Newcastle/Maitland) but may require some travel for meetings within the community as part of supporting participants.
- Current NSW Drivers Licence
- Comprehensively insured motor vehicle
- National Police Check
- NDIS Worker Screening Check

ACCEPTANCE OF POSITION

I hereby accept the position as outlined in the above points and agree to abide by the HPC values, policies and procedures.

I understand this Position Description is designed to provide a guide to the responsibilities and activities to be undertaken in this position. This is not intended to be an exhaustive list and is not exclusive of additional responsibilities that may arise from time to time.

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Signature

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Print Name

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Date

Position Approved by: Katrina Delamothe/Mental Health Services Exec/May 19