

POSITION DESCRIPTION

THE WAY BACK SUPPORT SERVICE - SUPPORT COORDINATOR

The Way Back is a non-clinical support service focused on providing practical psychosocial support to people experiencing a suicidal crisis or who have attempted suicide. The overriding objective of the service is to provide individualised tailored support to reduce the risk of further suicide attempts.

PURPOSE OF POSITION

The primary purpose of the Support Coordinator is to provide direct support to individuals in the first three (3) months following a suicide attempt. In particular, the Support Coordinator will:

- improve access to high-quality aftercare support helping people to stay safe;
- build capacity of people to self-manage distress and improve their mental wellbeing;
- improve links with clinical and community-based services to meet individual needs and circumstances; and
- increase social connectedness and links to supportive networks (families, friends, peers and carers).

REPORTS TO

- Program Manager, Suicide Prevention

DIRECT REPORTS

- Nil

KEY RESPONSIBILITIES

SUPPORT COORDINATION

- Provide non-clinical care and individualised practical support to individuals and their families/carers who are referred to the service for the first three (3) months following a suicide attempt.
- Work collaboratively with clients in a recovery or strengths-based approach to formulate, implement and review well-being plans including a comprehensive assessment of need and safety planning.
- Participate in intake and assessment processes, including handover of patients at Calvary Mater Newcastle and other hospitals or agencies as required.
- Implement practices to maximise the engagement of people who have attempted suicide and ensure work is done in culturally appropriate ways.
- Assist clients to connect with health, clinical and community-based support services as outlined in the hospital discharge plan and client support plans.
- Where possible, encourage involvement of family/other support people.
- Work towards achievement of the program objectives and deliverables as determined by Hunter Primary Care and Way Back Service Delivery Model
- Keep electronic client information records up-to-date and ensure an accurate record of activities are maintained.
- Work in a client-centered manner to ensure that client rights, confidentiality and self-determination is maintained within the parameters of risk management.
- Support related HPC care programs as appropriate.

RELATIONSHIP MANAGEMENT

- Develop and maintain effective, collaborative relationships with key stakeholders that result in effective interactions, minimal service delivery issues and appropriate referrals. Key stakeholders include, but are not limited to:
 - Clients of The Way Back Support Service
 - Families and carers of clients
 - General Practitioners
 - Calvary Mater Newcastle staff
 - Hunter New England Local Health District Mental Health Services
 - Non-government organisations
 - Private psychiatrists and allied health providers

PROFESSIONAL DEVELOPMENT

- Participate in regular reviews of caseload and seek clinical guidance as required with the Clinical Leader or Program Manager.
- Maintain and develop professional skills and knowledge through involvement in ongoing professional development activities and activity planning.
- Have an understanding of best practice suicide prevention strategies and care coordination service delivery processes.
- Actively participate in performance feedback and reviews.
- Behaviour is perceived to be consistent with HPC core values and Code of Conduct at all times.

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.

POSITION CLASSIFICATION

This position is classified as a Health & Wellbeing Services Level 2 position in accordance with the Hunter Primary Care Agreement 2021.

SELECTION CRITERIA

ESSENTIAL CRITERIA

- Sound understanding of the personal, family, and social issues associated with suicidal ideation and attempts, including awareness of groups identified to be at increased risk of suicide.
- Demonstrated skills and ability to work effectively with clients, family members and service providers to identify solutions.
- Highly effective communication skills, particularly with individuals and their families/carers who may be experiencing significant distress
- Experience liaising with external service providers including tertiary mental health services, GPs and other community-based services and organisations.
- Sound understanding of recovery principles and/or strengths-based principles
- High level of competency using technology to coordinate client care, to collaborate with other providers and report outcomes guided by the Quality Improvement and Clinical Governance Framework

DESIRABLE CRITERIA

- Tertiary qualifications in Mental Health or Social Services related fields (Cert IV equivalent or above).
- Prior experience in case management and/or providing professional and flexible assistance to individuals and/or families under stress.
- Knowledge of, and experience working with, Hunter-based services within the Mental Health and Social Services sectors.
- Demonstrated interest and/or experience working with people with mental health concerns.
- Demonstrated interest and/or experience working with cultural and community groups known to be at a higher risk of suicide (e.g. males, Aboriginal and Torres Strait Islander people).

SPECIAL CONDITIONS

- Regular travel required to and from Calvary Mater Hospital (and other referral sources as required) for referral handover and client engagement throughout the day
- National Police Check
- Current NSW Working with Children Check
- Employees will be required to meet the requirements of the Calvary Mater Hospital health policy which includes immunisation and health check reviews. These policies are available upon request.

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: Rebecca Nichols, General Manager Mental Health – July 2023